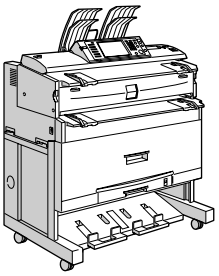
***2404****WD*/***2406****WD*
GWD2004/GWD2006
*LW324/LW326*
Aficio™ MP W2400/W3600

# Operating Instructions
# Troubleshooting




1 When the Machine Does Not Operate As Wanted
2 Troubleshooting When Using the Copy Function
3 Troubleshooting When Using the Printer Function
4 Troubleshooting When Using the Scanner Function
5 Adding Paper and Toner
6 Clearing Misfeeds
7 Remarks


Read this manual carefully before you use this machine and keep it handy for future reference. For safe and correct use, be sure to read the Safety Information in "About This Machine" before using the machine.

### Introduction

This manual contains detailed instructions and notes on the operation and use of this machine. For your safety and benefit, read this manual carefully before using the machine. Keep this manual in a handy place for quick reference.

### Important

Contents of this manual are subject to change without prior notice. In no event will the company be liable for direct, indirect, special, incidental, or consequential damages as a result of handling or operating the machine.

### Notes:

Some illustrations in this manual might be slightly different from the machine.

Certain options might not be available in some countries. For details, please contact your local dealer.

Depending on which country you are in, certain units may be optional. For details, please contact your local dealer.

### Caution:

Use of controls or adjustments or performance of procedures other than those specified in this manual might result in hazardous radiation exposure.

Two kinds of size notation are employed in this manual. With this machine refer to the inch version.

For good copy quality, the supplier recommends that you use genuine toner from the supplier.

The supplier shall not be responsible for any damage or expense that might result from the use of parts other than genuine parts from the supplier with your office products.

### Power Source

120V, 60Hz, 15A or more

Please be sure to connect the power cord to a power source as shown above. For details about power source, see p.78 “Power Connection”.

# Manuals for This Machine

Refer to the manuals that are relevant to what you want to do with the machine.

**Important**

- ❒ Media differ according to manual.
- ❒ The printed and electronic versions of a manual have the same contents.
- ❒ Adobe Acrobat Reader/Adobe Reader must be installed in order to view the manuals as PDF files.
- ❒ Depending on which country you are in, there may also be html manuals. To view these manuals, a Web browser must be installed.
- ❒ For details about the functions of RW-3600, refer to the manuals for this option.

❖ **About This Machine**

Be sure to read the Safety Information in this manual before using the machine. This manual provides an introduction to the functions of the machine. It also explains the control panel, preparation procedures for using the machine, how to enter text, and how to install the CD-ROMs provided.

❖ **General Settings Guide**

Explains User Tools settings, and Address Book procedures such as registering e-mail addresses, and user codes. Also refer to this manual for explanations on how to connect the machine.

❖ **Troubleshooting**

Provides a guide to solving common problems, and explains how to replace paper, toner, and other consumables.

❖ **Security Reference**

This manual is for administrators of the machine. It explains security functions that the administrators can use to protect data from being tampered with, or prevent the machine from unauthorized use.
Also refer to this manual for the procedures for registering administrators, as well as setting user and administrator authentication.

❖ **Copy/Document Server Reference**

Explains Copier and Document Server functions and operations. Also refer to this manual for explanations on how to place originals.

❖ **Printer Reference**

Explains Printer functions and operations.

❖ **Scanner Reference**

Explains Scanner functions and operations.

❖ **Network Guide**

Explains how to configure and operate the machine in a network environment, and use the software provided.

❖ **Other manuals**

- PostScript3 Supplement
- UNIX Supplement
- Manuals for DeskTopBinder Lite
  - DeskTopBinder Lite Setup Guide
  - DeskTopBinder Introduction Guide
  - Auto Document Link Guide

**Note**

❒ Manuals provided are specific to machine types.

❒ For "UNIX Supplement", please visit our Web site or consult an authorized dealer.

❒ "PostScript3 Supplement" and "UNIX Supplement" include descriptions of functions and settings that might not be available on this machine.

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# How to Read This Manual

## Symbols

This manual uses the following symbols:

***⚠ WARNING:***

Indicates important safety notes.

Ignoring these notes could result in serious injury or death. Be sure to read these notes. They can be found in the "Safety Information" section of About This Machine.

***⚠ CAUTION:***

Indicates important safety notes.

Ignoring these notes could result in moderate or minor injury, or damage to the machine or to property. Be sure to read these notes. They can be found in the "Safety Information" section of About This Machine.

**Important**

Indicates points to pay attention to when using the machine, and explanations of likely causes of paper misfeeds, damage to originals, or loss of data. Be sure to read these explanations.

**Note**

Indicates supplementary explanations of the machine's functions, and instructions on resolving user errors.

**Reference**

This symbol is located at the end of sections. It indicates where you can find further relevant information.

**[ ]**

Indicates the names of keys that appear on the machine's display panel.

**【 】**

Indicates the names of keys on the machine's control panel.

## Names of Major Options

Major options of this machine are referred to as follows in this manual:

- Roll Feeder Type 240A → Paper roll tray 1
- Roll Feeder Type 240B → Paper roll tray 2
- Paper Cassette Type 240 → Cut paper tray
- Folder FD6500A → Folding finisher

# 1. When the Machine Does Not Operate As Wanted

This chapter explains basic troubleshooting procedures that are applicable to all functions of this machine.

## Indicators

This section explains the Indicators displayed when the machine requires the user to remove misfed paper, to add paper or to perform other procedures.

| | |
|---|---|
| : Misfeed indicator | Appears when a misfeed occurs.<br>See p.67 “Removing Jammed Paper”. |
| : Add Paper indicator | Appears when paper-out condition occurs.<br>See p.57 “Loading Paper”. |
| : Add Toner indicator | Appears when toner runs out.<br>See p.64 “Adding Toner”. |
| : Waste Toner Full indicator | Appears when the waste toner bottle is full.<br>Contact your sales or service representative. |
| : Service Call indicator | Appears when the machine is malfunctioning or requires maintenance. |
| : Open Cover indicator | Appears when the front cover, etc., is open. |

# Panel Tone



The following table explains the meaning of the various beep patterns that the machine produces to alert users about left originals and other machine conditions.

| Beep pattern | Meaning | Cause |
|---|---|---|
| Two long beeps. | Machine has warmed up. | After cooling or being switched on, the machine has fully warmed up and is ready for use. |
| Single short beep. | Panel/screen input accepted. | A control panel or screen key was pressed. |
| Short, then long beep. | Panel/screen input rejected. | An invalid key was pressed on the control panel or screen, or the entered password was incorrect. |
| Single long beep. | Job completed successfully. | A Copier/Document Server Features job has finished. |
| Five long beeps. | Soft alert. | The initial screen returns when the machine goes into energy-saving mode and when simplified display is cancelled. |
| Five long beeps repeated four times. | Soft alert. | Paper is empty. |
| Five short beeps repeated five time. | Strong alert. | The machine requires user attention because paper has jammed, the toner needs replenishing, or other problems have occurred. |

**Note**

❒ Users cannot mute the machine's beep alerts. When the machine beeps to alert users of a paper jam or toner request, if the machine's covers are opened and closed repeatedly within a short space of time, the beep alert might continue, even after normal status has resumed.

❒ For details about enabling or disabling beep alerts, see “System Settings”, General Settings Guide.

**Reference**

“System Settings”, General Settings Guide

# Checking Machine Status and Settings

You can check the machine's system status.



❖ **Maintenance Info**

You can check the following items under **[Maintenance Info]**:

- **[Remaining Toner]**
  Displays the amount of remaining toner.
- **[Paper Tray]**
  Displays the paper type and size loaded in the paper tray.
- **[Original Misfeed]**
  Displays state of and solutions for original misfeeds.
- **[Paper Misfeed]**
  Displays state of and solutions for paper jams.
- **[Cover Open]**
  Indicates whether front cover, duplex unit, etc., is open.

❖ **Data Storage**

You can check the following items under **[Data Storage]**:

- **[HDD Remaining Memory]**
  Displays the amount of available hard disk drive memory.
- **[HDD File(s)]**
  Displays the total number of jobs stored in the hard disk drive.
- **[Print Job(s)]**
  Displays the number of jobs for Hold print/Stored print/Locked print/Sample print.
- **[Memory Erase Status]**
  Displays the state of the memory data.

❖ **Machine Address Info**

You can check the following items under **[Machine Address Info]**:

- **[Machine IPv4 Address]**
  Displays the machine's IPv4 address.
- **[Machine IPv6 Address]**
  Displays the machine's IPv6 address.

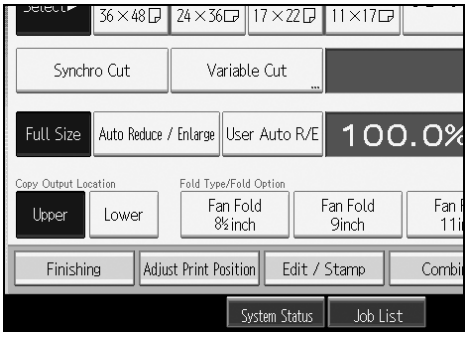
1

### ❖ Inquiry

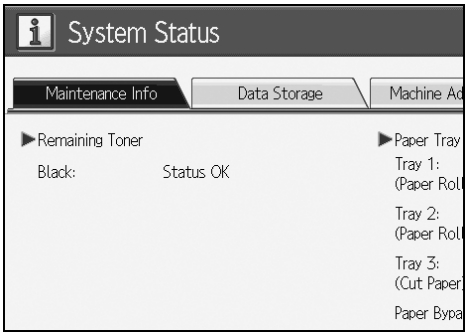
You can check the following items under **[Inquiry]**:

- **[Machine Repairs]**
  Displays the machine number and contact number that are required for service.
- **[Sales Representative]**
  Displays the sales representative's telephone number.
- **[Supply Order]**
  Displays the contact number for placing supply orders.
- **[Supply Details]**
  Displays the name of toner used on the machine.

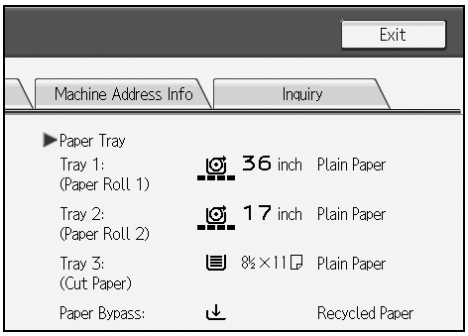
**1** **On the control panel, press [System Status].**




**2** **Press each tab and check the contents.**




**3** **After checking the information, press [Exit]. The previous screen returns.**



**Note**

❒ **[Original Misfeed]**, **[Paper Misfeed]**, and **[Cover Open]** appear only when these errors occur.

❒ For details about how to locate and remove misfeeds, see "Locating Jammed Paper" or "Removing Jammed Paper".

**Reference**

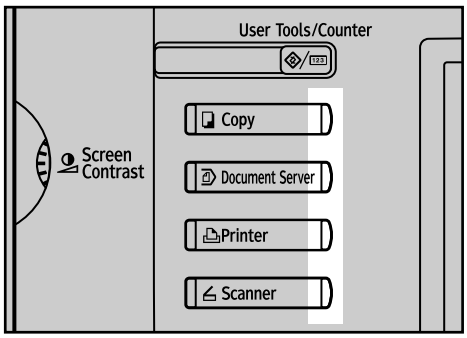
p.68 "Locating Jammed Paper"

p.67 "Removing Jammed Paper"

# When an Indicator to the Right of a Function Key Is Lit



When an indicator to the right of a function key lights up, press the corresponding function key. Then, follow the instructions displayed on the control panel.




If an error occurs in the function you are using, check the message that appears on the control panel, and then refer to "When a Message is Displayed" for the relevant function.

Following explain the main reasons the function key is lit.

| Problem | Cause | Solution |
|---|---|---|
| Documents and reports do not print out. | There is no copy paper left. | Add more paper. See p.57 "Loading Paper". |
| An error has occurred. | The function whose indicator is lit is defective. | Record the code number shown in the display and contact your service representative. See "When a Message Appears" of each chapter.<br>You can use other functions normally. |
| The machine is unable to connect to the network. | A network error has occurred. | • Check the displayed message and take an appropriate action. See "When a Message Appears" of each chapter.<br>• Check that the machine is correctly connected to the network, and that the machine is correctly set. See "Network Settings", General Settings Guide.<br>• Contact the administrator.<br>• When the function key is still lit, even if you take the measures above, contact your service representative. |

# When You Have Problems Operating the Machine



The following chart gives explanations of common problems and messages.

If other messages appear, follow the instructions displayed.

**Important**

❒ Check the contact address and Serial No. of Machine shown in the Service Call message (🔧), and then contact your service representative. If the contact address is not shown, contact your sales representative.

| Problem | Cause | Solution |
|---|---|---|
| Nothing happens when the operation switch is turned on. | The main power switch is turned off. | Turn on the main power switch. |
| Although the copier screen appears when the machine is turned on using the main power switch, it cannot be switched to another screen by pressing the 【Scanner】 key. | Functions other than the copier function are not yet ready. | Wait a little longer. |
| The machine has just been turned on and the User Tools screen is displayed, but the User Tools menu has items missing. | Functions other than the copier function are not yet ready. Time required varies by function. Functions appear in the User Tools menu when they become ready for use. | Wait a little longer. |
| The main power indicator continues blinking and does not turn off when pressed. | This occurs in the following cases:<br>• The machine is communicating with external equipment.<br>• The hard disk is active. | Check if the machine is communicating with a computer. |
| The display is off. | The machine is in Energy Saver mode. | Press the 【Energy Saver】 key to cancel Energy Saver mode. |
| The display is off. | The operation switch is turned off. | Turn on the operation switch. |
| The display is off. | The screen contrast knob is turned to the dark position. | Set the screen contrast knob to the light position to see the display panel properly. See “Control Panel”, About This Machine. |
| “Please wait.” appears. | This message appears when you turn on the operation switch. | Wait for the machine to get ready. |

| Problem | Cause | Solution |
|---|---|---|
| "Please wait." appears. | This message appears when you change the toner cartridge. | Wait for the machine to get ready. |
| "Memory is full. Do you want to store scanned file?" appears. | The scanned originals exceed the number of sheets/pages that can be stored in the hard disk. | • Press **[Store File]** to store pages that have been scanned. Delete unnecessary files with **[Delete File]**.<br>• Press **[No]** if you are not storing pages that have been scanned. Delete unnecessary files with **[Delete File]**. |
| "You do not have the privileges to use this function." continues to be displayed even though you have entered a valid user code. | This user code is not allowed to use the function selected. | Contact the administrator. |
| "You do not have the privileges to use this function." continues to be displayed even though you have entered a valid user code. | This user code is not allowed to use the function selected. | Press the **【Energy Saver】** key. Confirm that the display goes off, and then press the **【Energy Saver】** key again. The display will return to the user code entry display. When printing under the copier or printer function, press the **【Energy Saver】** key only after printing has finished. |
| "Authentication has failed." appears. | The entered login user name or login password is not correct. | Inquire the user administrator for the correct login user name and login password. |
| "Authentication has failed." appears. | The machine cannot perform authentication. | Contact the administrator. |
| "The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted." appears. | You have tried to delete files without the authority to do so. | Files can be deleted by the person who created the file. To delete a file which you are not authorized to delete, contact the person who created the file. |
| An error message remains, even if misfed paper is removed. | Paper is still jammed in the tray. | Clear misfed paper. see p.67 "Removing Jammed Paper". |
| The user code entry screen is displayed. | Users are restricted by user management. | Enter the user code (up to eight digits), and then press **[OK]**. |
| The Authentication screen appears. | Basic Authentication, Windows Authentication, LDAP Authentication or Integration Server Authentication is set. | Enter your login user name and user password. See "When the Authentication Screen is Displayed", About This Machine. |

| Problem | Cause | Solution |
|---|---|---|
| Original images are printed on the reverse side of the paper. | You may have loaded the paper incorrectly. | Load paper correctly. Load paper into the cut paper tray print side down, and into the bypass tray print side up. See p.57 “Loading Paper”. |
| Misfeeds occur frequently. | The cut paper tray's side fences, back fence, or side-end fences, might not be set properly. | • Remove the paper. See p.67 “Removing Jammed Paper”.<br>• Check the side fences, back fence, and side-end fences are set properly. See p.61 “Changing the Paper Size”. |
| Misfeeds occur frequently. | Paper is wrinkled or folded. | Cut folded or wrinkled areas off the paper roll.<br>Remove cut paper that is folded or wrinkled. |
| Misfeeds occur frequently. | Jammed or torn paper is inside the machine. | Remove the paper, as necessary. See p.67 “Removing Jammed Paper”. |
| Misfeeds occur frequently. | You may have loaded paper of a size different from the paper size settings. | • Remove the paper. See p.67 “Removing Jammed Paper”.<br>• Use Tray Paper Size Settings to set the paper size. See “Tray Paper Settings”, General Settings Guide and “Copy Paper”, About This Machine. |
| An error C message remains, even if misfed paper is removed. | You did not open and close the upper section of the fusing unit. | When a misfeed C message appears, it remains until you open and close the upper section of the fusing unit. Open the fusing unit cover in the back, and then the upper section of the fusing unit to check if any paper remains inside. See p.67 “Removing Jammed Paper”. |
| Originals jam frequently. | Originals are curled. | Smooth out any curls and try again. |

## ❖ Document Server

| Problem | Cause | Solution |
|---|---|---|
| "Exceeded max. number of pages per file. Do you want to store the scanned pages as 1 file?" appears. | The number of scanned pages exceeds the capacity per file of the Document Server. | • To store scanned pages as a file, press **[Store File]**. Scanned data is stored as a file in the Document Server.<br>• If you do not want to store scanned pages, press **[No]**. Scanned data is deleted.<br>• You can store up to 1000 A4 size pages per document. |
| "Original is being scanned by another function. Please wait." appears. | Copier or Scanner function is in use. | To cancel a job in progress, first press **[Exit]**, and then press the **【Copy】** key or **【Scanner】** key. Next, press the **【Clear/Stop】** key. When the message "The Stop key has been pressed. Are you sure you want to stop copying?" or "The Clear / Stop key was pressed. Are you sure you want to stop scanning?" appears, press **[Stop]**. |
| "Cannot display preview of this page." appears, and you can not check the thumbnail image. | The image data may have been corrupted. | Pressing **[Exit]** displays the preview screen without a thumbnail. |
| You forgot your password. | You cannot access a protected file without entering the password. | Contact the administrator.<br>To delete the files stored in the document server, select **[Delete All Files in Document Server]**. As this will permanently delete every single file, make sure the document server does not contain any files you want to keep. See "Administrator Tools", General Settings Guide. |
| You cannot find out what is stored in a file. | You may not be able to ascertain the contents of a file simply from the file name. | You can switch the Select File screen between **[List]** and **[Thumbnails]** display to check the contents of the file. In list display, the file name, date of storage, and user name are shown. In thumbnail display, an image of the stored file appears. You can enlarge the image by pressing **[Preview]**. Use the Select File screen to check information other than the file name. See "Checking the Details of a Stored Document", Copy/Document Server Reference. |

| Problem | Cause | Solution |
|---|---|---|
| Memory frequently becomes full. | The document server memory is full. | Delete unnecessary files. On the file selection display, select unnecessary files, and then press **[Delete File]**. If this does not increase available memory, do the following.<br>• Switch to the scanner screen, and then delete unnecessary files stored under the scanner function.<br>• Switch to the printer screen, and then delete unnecessary files stored under Sample Print, Locked Print, Hold Print, or Stored Print. |
| You want to check print quality before making a large print run. | You can print a single copy without specifying the setting again. | Check print quality by printing out only the first set using the 【**Sample Copy**】 key. |



**Note**

❒ Loading curled paper in the cut paper tray can result in misfeeds and soiled paper edges. To load curled paper in the cut paper tray, first flatten it by hand, and be sure to load it print side down. Also, to prevent paper from curling, lay paper on a flat surface, and do not lean it against the wall.

❒ If you cannot make copies as you want because of paper type, paper size, or paper capacity problems, use recommended paper. See “Copy Paper”, About This Machine.

**Reference**

“Copy Paper”, About This Machine

# When a Job Is Not Performed

1

If you cannot execute a function, it may be that the machine is being held up by another function.

If you cannot execute a function, terminate any other functions currently active, and then try executing the function again. In certain cases, you can carry out another job (copier, document server, printer, scanner) without canceling the current job being performed. Performing multiple functions simultaneously like this is called "Multi-accessing".

Combination Chart

### ❖ Function Compatibility

The chart shows Function Compatibility when print priority is set to "Interleave". See "General Features", General Settings Guide.

△ : Simultaneous operations are possible.

● : Operation is enabled when the relevant function key is pressed and remote switching (of the scanner/external extension) is done.

○ : Operation is enabled when the 【**Interrupt**】 key is pressed to interrupt the preceding operation.

→ : Operation is performed automatically once the preceding operation ends.

× : The operation must be started once the preceding operation ends. (Simultaneous operations are not possible.)

| Mode before you select | | Mode after you select: Copy – Operations for Copying | Copy – Copying | Interrupt Copying – Operations for Copying | Interrupt Copying – Copying | Printer – Data Reception | Printer – Printing | Scanner – Operations for Scanning | Scanner – Scanning | TWAIN – Scanning | Document Server – Operations for Document Server | Document Server – Scanning a Document to Store in Document Server | Document Server – Printing from Document Server | DeskTopBinder – Printing | Web Document Server – Printing |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Copy | Operations for Copying | × | × | ○ | ○ | △ | △ | ● | ● | ● | ● | ● | ● | △ | △ |
| | Copying | △ *1 | → *1 | ○ | ○ | △ | △ | ● | ● *2 | × | ● | ● *2 | △ | △ | △ |

| Mode before you select | | Mode after you select: Copy – Operations for Copying | Copy – Copying | Interrupt Copying – Operations for Copying | Interrupt Copying – Copying | Printer – Data Reception | Printer – Printing | Scanner – Operations for Scanning | Scanner – Scanning | TWAIN – Scanning | Document Server – Operations for Document Server | Document Server – Scanning a Document to Store in Document Server | Document Server – Printing from Document Server | DeskTopBinder – Printing | Web Document Server – Printing |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Interrupt Copying | Operations for Copying | ○ | ○ | × | × | △ | △ | ○ | ○ | ○ | × | × | × | △ | △ |
| | Copying | ○ | ○ | × | × | △ | → | ○ | ○ | ○ | × | × | × | → | → |
| Printer | Data Reception | △ | △ | △ | △ | → | → | △ | △ | △ | △ | △ | △ | △ | △ |
| | Printing | △ | △ | ○ | ○ | △ | → | △ | △ | △ | △ | △ | △ | △ | △ |
| Scanner | Operations for scanning | ● | ● | ○ | ○ | △ | △ | × | × | ● | ● | ● | △ | △ | △ |
| | Scanning | ● | ●*2 | ○ | ○ | △ | △ | × | × | × | ● | ●*2 | △ | △ | △ |
| TWAIN | Scanning | × | × | × | × | △ | △ | × | × | × | × | × | △ | △ | △ |
| Document Server | Operations for Document Server | ● | ● | ○ | ○ | △ | △ | ● | ● | ● | × | × | × | △ | △ |
| | Scanning a Document to Store in Document Server | ● | × | ○ | ○ | △ | △ | ● | ●*2 | × | × | × | × | △ | △ |
| | Printing from Document Server | ● | △ | ○ | ○ | △ | △ | △ | △ | △ | △*3 | △*3 | △*3 | △ | △ |
| DeskTop Binder | Printing | △ | △ | △ | △ | △ | △ | △ | △ | △ | △ | △ | △ | △ | △ |
| Web Document Server | Printing | △ | △ | △ | △ | △ | △ | △ | △ | △ | △ | △ | △ | △ | △ |

*1 Simultaneous operations are only possible after the preceding job documents are all scanned and **[New Job]** appears.

*2 You can scan a document after the preceding job documents are all scanned.

*3 Simultaneous operation become possible after you press **[New Job]**.

**Note**

❒ If the machine is capable of executing multiple functions simultaneously, specify which function should have priority in "Print Priority". This setting is factory-preset to "Display Mode". For setting of Printing Priority Function, see "General Features", General Settings Guide.

❒ While printing is in progress, scanning a document using another function may take more time.

**Reference**

"General Features", General Settings Guide.

# 2. Troubleshooting When Using the Copy Function

This chapter explains likely causes of and possible solutions for copier function problems.

## When a Message Appears

This section explains the machine's main messages. If other messages appear, follow the instructions they contain.

**Important**

- ❒ Check the contact address and Serial No. of Machine shown in the Service Call message (🔧), and then contact your service representative. If the contact address is not shown, contact your sales representative.
- ❒ For messages that are not listed here, see "When You Have Problems Operating the Machine".

| Message | Cause | Solution |
|---|---|---|
| `Please wait.` | The main power has just been turned on, paper type (plain paper/ translucent paper/ film) was changed, or the machine is otherwise getting ready. | Wait for the machine to fully warm-up.<br>When "`Scanning originals can be started.`" and "`Select copy mode and Place original.`" are displayed alternately, you can make the settings for your copies and scan your originals. After the originals have been scanned, the machine will automatically start copying after it has warmed-up. See "Auto Start", Copy/Document Server Reference. |
| `Cannot detect original size.` | The machine cannot detect the size of the original. | Manually select a paper tray without using **[Auto Paper Select]**, and specify a reproduction ratio without using **[Auto Reduce / Enlarge]**. |
| `Memory is full.` | The machine's memory is full due to scanning originals or performing a function. The number of originals that can be stored in memory depends on the size of originals and function settings. | • When Sort is selected, press **[Exit]** to copy scanned originals, and then copy remaining originals.<br>• When the Job Preset function is selected, check the number of preset jobs, and then try scanning the originals again. |
| `Check paper size.` | An improper paper size is set. | Check the settings for Reduce/ Enlarge, etc., and then try again. |

| Message | Cause | Solution |
|---|---|---|
| Rotate Sort is not available with this paper size. Select another paper size or cancel Rotate Sort mode. | The rotate sort function does not support the size of the scanned original. | You cannot use rotate sort with A0 (E), B4 JIS, A4 (A), and custom size paper. See "Sort", Copy/Document Server Reference.<br>Set paper of the following dimensions:<br>❖ **Metric version**<br>• 420 × 297 mm (A3)<br>• 594 × 420 mm (A2)<br>• 841 × 594 mm (A1)<br>• 515 × 364 mm (B3 JIS)<br>• 728 × 515 mm (B2 JIS)<br>❖ **Inch version (Engineering)**<br>• 11" × 17" (B)<br>• 17" × 22" (C)<br>• 22" × 34" (D)<br>❖ **Inch version (Architecture)**<br>• 12" × 18" (B)<br>• 18" × 24" (C)<br>• 24" × 35" (D) |
| Maximum number of sets is nn.<br>(A figure is placed at n.) | The number of copies exceeds the maximum copy quantity. | You can change the maximum copy quantity. See "General Features", General Settings Guide. |
| File being stored exceeded max. number of pages per file. Copying will be stopped. | The scanned originals have too many pages to store as one document. | Press **[Exit]**, and then store again with an appropriate number of pages. |
| You do not have the privileges to use this function. | This user code is not allowed to use the function selected. | Contact the administrator. |
| You do not have the privileges to use this function. | This user code is not allowed to use the function selected. | If the message continues to be displayed and you cannot switch the screen, press the **【Energy Saver】** key. Confirm that the display goes off, and then press the **【Energy Saver】** key again. The display will return to the user code entry display. When printing under the copier or printer function, press the **【Energy Saver】** key only after printing has finished. |
| Authentication has failed. | The entered login user name or login password is not correct. | Inquire the user administrator for the correct login user name and login password. |

| Message | Cause | Solution |
|---|---|---|
| Authentication has failed. | The machine cannot perform authentication. | Contact the administrator. |
| The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted. | You have tried to delete files without the authority to do so. | Files can be deleted by the person who created the file. To delete a file which you are not authorized to delete, contact the person who created the file. |
| Orig. is being scanned by another function. Please wait. | Document Server or Scanner function is in use. | To cancel the job in process, press **[Exit]**, and then press the 【**Document Server**】 or 【**Scanner**】 key. Next, press the 【**Clear/Stop**】 key. When the message "The Clear / Stop key was pressed. Are you sure you want to stop scanning?" appears, press **[Stop]**. |
| Please wait. | The destination list is being updated from the network using SmartDeviceMonitor for Admin. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed. | Wait until the message disappears. Do not switch off the power while this message is displayed. |

**Reference**

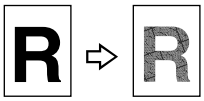
p.9 "When You Have Problems Operating the Machine"

# When You Cannot Make Clear Copies

This section explains likely causes of and possible solutions for unclear copies.

| Problem | Cause | Solution |
|---|---|---|
| Black or white streaks appear on copies. | The exposure glass or platen plate is dirty. | Clean the exposure glass or platen plate. See p.79 "Maintaining Your Machine". |
| Black or white streaks appear on copies. | The original is dusty. | Clean the original and try copying again.<br>Be particularly careful when using the following types of original:<br>• Hand drawn or drawn on with other forms of pencil or pen, such as a plotter.<br>• Film, translucent paper, or other originals that attract static electricity.<br>• Very long originals. |
| The background is dirty. | Image density is too dark. | Adjust the image density setting. See "Adjusting Copy Image Density", Copy/Document Server Reference. |
| The background is dirty. | Auto Image Density is not selected. | Select the auto density. See "Adjusting Copy Image Density", Copy/Document Server Reference. |
| Copies are too light. | Image density is too light. | Adjust the image density settings. See "Adjusting Copy Image Density", Copy/Document Server Reference. |
| Copies are too light. | A light copy may result when you use damp or rough grain paper. | Use the recommended paper. Also, use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine. |
| Copies are too light. | Toner cartridge is almost empty. | Add toner. See p.64 "Adding Toner". |
| Parts of images are not printed. | The paper is damp. | Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine. |
| Toner fusing is poor. | The paper thickness is not properly set. | Set the paper thickness again. See "Tray Paper Settings", General Settings Guide. |
| Toner fusing is poor. | The copy paper is too thick. | Set the paper thickness again. See "Tray Paper Settings", General Settings Guide. |
| The same copy area is dirty whenever making copies. | The exposure glass or platen plate is dirty. | Clean the exposure glass or platen plate. See p.79 "Maintaining Your Machine". |
| The same copy area is dirty whenever making copies. | The original that has already been printed is scanned. | Select **[Generation Copy]**, and then begin copying. See "Selecting the Original Type Setting", Copy/Document Server Reference. |

| Problem | Cause | Solution |
|---|---|---|
| Image density is uneven. | The original has areas of solid color, or Positive/Negative is selected when copying multiple sheets. | When using Repeat Copy with originals that have areas of solid color, set the number of originals as follows: A0 - A2 (E - C): 1 sheet, A3 (B) or smaller: 3 sheets. For details about sizes of originals, see "Measure Chart", Copy/Document Server Reference. |
| Image density is uneven. | Halftone originals can cause this problem. | Try using "Text / Photo" or "Photo". |
| Images are blurred when using translucent paper. | Translucent paper is being used when copying multiple sheets. | Select a proper paper thickness for the copy paper. See "Tray Paper Settings", General Settings Guide. |
| Extreme wrinkling occurs when using translucent paper. | An improper paper thickness is selected. | Select a proper paper thickness for the copy paper. See "Tray Paper Settings", General Settings Guide. |
| Strong wrinkles appear when using translucent paper. | The paper type has recently been changed from plain paper to translucent paper. | Wait about one minute. |
| Streaks, scratches, or wrinkles appear in areas of solid black. | Copy paper has been changed from plain to translucent paper, or from translucent to plain paper. | After switching from plain to translucent paper, wait one minute. After switching from translucent to plain paper, wait two minutes before making copies. |
| The reverse side of an original image is copied. | Image density is too high. | Adjust the image density. See "Adjusting Copy Image Density", Copy/Document Server Reference. |
| The reverse side of an original image is copied. | Auto Image Density is not selected. | Select the auto density. See "Adjusting Copy Image Density", Copy/Document Server Reference. |
| Copies are blurred. | Continuous copies have been made on small sized paper. | Wait about two minutes, and then try copying again. |
| A shadow appears on copies if you use pasted originals. | Image density is too high. | Adjust the image density. See "Adjusting Copy Image Density", Copy/Document Server Reference.<br>Change the orientation of the original.<br>Put mending tape on the pasted part. |
| Parts of images are not copied. | The original is not set correctly. | Set originals correctly. See "Placing Originals", Copy/Document Server Reference. |
| Parts of images are not copied. | The correct paper size is not selected. | Select the proper paper size. |
| White lines appear. | The exposure glass or platen plate is dirty. | Clean the exposure glass or platen plate. See p.79 "Maintaining Your Machine". |

| Problem | Cause | Solution |
|---|---|---|
| White lines appear. | When is blinking, toner is beginning to run out. | Add toner. See p.64 “Adding Toner”. |
| Copies are blank. | The original is not set correctly. | When using the exposure glass, face the originals down. See “Placing Originals”, Copy/Document Server Reference. |
| A moiré pattern is produced on copies.  | Your original has a dot pattern image or many lines. | Place the original on the exposure glass at a slight angle. |
| Wrinkles appear on the copy. | The paper is damp. | • Replace the paper with new paper.<br>• To prevent paper absorbing moisture, turn on the anti-humidity heater switch. See “Guide to Components”, About This Machine. |

# When You Cannot Make Copies As Wanted

This section explains likely causes of and possible solutions for unclear copies.

## ❖ Basic



| Problem | Cause | Solution |
|---|---|---|
| Misfeeds occur frequently. | The number of sheets loaded in the cut paper tray exceeds the capacity of the machine. | Load paper only as high as the upper limit markings on the side fences of the cut paper tray. See p.57 “Loading Paper”. |
| Misfeeds occur frequently. | The cut paper tray's side fences are set too tightly. | Push the cut paper tray's side fences slightly apart, and then reset the tray. |
| Misfeeds occur frequently. | The paper is damp. | Use paper that has been stored in the recommended temperature and humidity condition. See “Copy Paper”, About This Machine. |
| Misfeeds occur frequently. | The paper is too thick or too thin. | Use recommended paper. See “Copy Paper”, About This Machine. |
| Misfeeds occur frequently. | The paper is folded or creased. | Cut folded or wrinkled areas off the paper roll.<br>Remove cut paper that is folded or wrinkled. |
| Misfeeds occur frequently. | Jammed or torn paper is inside the machine. | Remove the paper properly. See p.67 “Removing Jammed Paper”. |
| Misfeeds occur frequently. | The paper is curled. | Smooth out the curl and try again. |
| Misfeeds occur frequently. | Printed paper is being used. | Use recommended paper. Do not use paper that has been already copied or printed onto. See “Copy Paper”, About This Machine. |
| Copy paper becomes creased. | The paper is damp. | Replace the paper with new paper. Cut the paper to 1000 mm (40") just before copying. |
| Copy paper becomes creased. | The paper is damp. | Turn on the anti-humidity heater switch. See “Anti-humidity Heater Switch”, About This Machine. |
| Copy paper becomes creased. | The paper is too thin. | Use recommended paper. See “Copy Paper”, About This Machine. |
| Copies are slanted. | The original was not set straightly. | Set the original so that it is squarely aligned with the original guides. |
| Original and copy size does not match. | Dampness can cause paper to stretch. | Adjust the Fine Magnification setting for Additional Copy. See “Fine Magnification”, Copy/Document Server Reference. |

| Problem | Cause | Solution |
|---|---|---|
| Cannot scan originals on mixed A series and JIS B series paper continuously. | Originals on different series of paper cannot be scanned continuously at the same time. | Scan the originals on each series separately. |
| You cannot combine several functions. | Selected functions cannot be used together. | Check the combination of functions and make the settings again. See “Function Compatibility”, Copy/Document Server Reference. |
| Images are skewed. | The side fences in the cut paper tray is not locked. | Make sure the side fences are locked. See p.61 “Changing the Paper Size”. |
| Images are skewed. | The paper is feeding in at a slant. | Load the paper correctly. See p.57 “Loading Paper”. |
| The machine does not start copying even though you have inserted paper into the bypass tray. | Originals are not scanned. | After scanning the originals, load paper in the bypass tray. |
| Copies shift sideways. | The paper roll is not set correctly. | Set the paper roll correctly, making sure it is straight and not loose. See p.57 “Loading Paper”. |
| Copies shift sideways. | The original does not match the size in the original table setting. | Adjust the original guides to the specified size, and then insert the original along the guides. See “Placing Originals”, Copy/Document Server Reference. |
| Copies shift sideways. | The paper is not set correctly in the bypass tray. | Make sure the paper size matches the bypass tray's paper guides. See “Copying from the Bypass Tray”, Copy/Document Server Reference. |
| Copies shift in the direction of the original feed (or opposite) direction. | Print Position Adjustment or Margin Adjustment mode is selected. | Cancel Print Position Adjustment or Margin Adjustment mode. See “Margin Adjustment” and “Adjust Print Position”, Copy/Document Server Reference. |
| Copies are shorter than the selected size, or cut off before the end. | Print Position Adjustment or Margin Adjustment mode is selected. | Cancel Print Position Adjustment or Margin Adjustment mode. See “Margin Adjustment” and “Adjust Print Position”, Copy/Document Server Reference. |

### ❖ Edit

| Problem | Cause | Solution |
|---|---|---|
| In Double Copies mode, parts of the original image are not copied. | Combination of original and copy paper is not correct. | Specify the paper size again. For example, select A3 for A4 originals. See “Double Copies”, Copy/Document Server Reference. |
| In Erase Border, Erase Inside, or Erase Outside mode, parts of the original image are not copied. | You set a wide erased margin. | Make the margin width narrower. You can adjust it between 2 - 99 mm (0.1" - 3.9"). See “Edit”, General Settings Guide. |

| Problem | Cause | Solution |
|---|---|---|
| In Erase Border, Erase Inside, or Erase Outside mode, parts of the original image are not copied. | Originals are not scanned correctly. | Place the originals correctly. |
| Parts of the image are not copied. | Print Position Adjustment or Margin Adjustment mode is selected. | Cancel Print Position Adjustment or Margin Adjustment mode. See "Margin Adjustment" and "Adjust Print Position", Copy/Document Server Reference. |
| Parts of the image are not copied. | You placed a custom size original. | Enter the size of the original, or set the scanning area wider. See "Placing Custom Size Originals" and "Wide Scan", Copy/Document Server Reference. |
| In Image Repeat mode, the original image is not copied repeatedly. | You selected copy paper the same size as the originals, or you did not select the proper reproduction ratio. | Select copy paper larger than the originals or select the proper reproduction ratio. |

### ❖ Combine

| Problem | Cause | Solution |
|---|---|---|
| When using Combine, parts of the image are not copied. | You specified a reproduction ratio that does not match the sizes of your originals and copy paper. | When you specify a reproduction ratio using Manual Paper Select mode, make sure that the ratio matches your originals and the copy paper. Select the correct reproduction ratio before using Combine mode. |
| Copies are not in correct order. | You placed the originals in the incorrect order. | Start with the first page to be copied. |

### ❖ Folding finisher

| Problem | Cause | Solution |
|---|---|---|
| The folding finisher is not recognized (is offline). | The folding finisher is turned off, or the folding finisher and the machine were not turned on in the correct order. | If the folding finishers is offline, turn off the main power switches of both the machine and folding finisher, and then turn them back on again in the following order: folding finisher, and then the machine.<br>Then check the folding finisher is online. |
| "Please wait." appears on the display panel and printing cannot be done. | The folding finisher is offline. | Turn off the main power switches of both the machine and folding finisher, and then turn them back on again in the following order: folding finisher, and then the machine.<br>Then check the folding finisher is online. |
| Cannot specify folding. | Translucent paper or film has been selected. | Translucent paper and film are not available for folding. They are delivered to the upper output stacker, but not folded. Select another paper type, and then specify folding. |

## When Memory Is Full

This section explains likely causes of and possible solutions for problems related to full memory.

| Message | Cause | Solution |
|---|---|---|
| Memory is full.<br>nn originals have been scanned.<br>Press [Print] to copy scanned originals. Do not remove remaining originals.<br>"n" in the message represents a changeable number. | The scanned originals exceeds the number of pages that can be stored in memory. | Press **[Print]** to copy scanned originals and cancel the scanning data. Press **[Stop]** to cancel the scanning data and not copy. |
| Press [Continue] to scan and copy remaining originals. | The machine checked if the remaining originals should be copied, after the scanned originals was printed. | To continue copying, remove all copies, and then press **[Continue]**. To stop copying, press **[Stop]**. |

# 3. Troubleshooting When Using the Printer Function

This chapter explains likely causes of and possible solutions for printer function problems.

## When a Message Appears During Installation of the Printer Driver

This section explains what to do if a message appears when installing the printer driver.

Message number 58 or 34 indicates that the printer driver cannot be installed using Auto Run. Install the printer driver using **[Add Printer]** or **[Install Printer]**.

Message number 58 appears if there is a newer version of the printer driver already installed.

### Windows 95/98/Me, Windows 2000, or Windows NT 4.0

This section explains the procedure under Windows 95/98/Me, Windows 2000, or Windows NT 4.0.

**1 On the [Start] menu, point to [Settings], and then click [Printers].**

**2 Double-click the [Add Printer] icon.**

**3 Follow the instructions in [Add Printer Wizard].**

If the printer driver is on a CD-ROM, the location of the RPCS printer driver is either \DRIVERS\RPCS\WIN9X_ME, or \DRIVERS\RPCS\WIN2K_XP.

If the installer starts, click **[Cancel]** to quit.

**4 Specify a port.**

For the setting procedure, see a description for the port you are using.

**Note**

❒ Available ports vary according to your Windows operating system or the type of interface. For details, see "Preparing the Machine", Printer Reference.

**Reference**

"Preparing the Machine", Printer Reference

## Windows XP Professional, Windows Server 2003

This section explains the procedure under Windows XP Professional or Windows Server 2003.

1. **On the [Start] menu, click [Printers and Faxes].**
2. **Click [Add a printer].**
3. **Follow the instructions in [Add Printer Wizard].**

   If the printer driver is on a CD-ROM, the location of the RPCS printer driver is \DRIVERS\RPCS\WIN2K_XP.

   If the installer starts, click **[Cancel]** to quit.
4. **Specify a port.**

   See the explanation for the port you are using for the setting procedure.

**Note**

❒ Available ports vary according to your Windows operating system or the type of interface. For details, see "Preparing the Machine", Printer Reference.

**Reference**

"Preparing the Machine", Printer Reference

## Windows XP Home Edition

This section explains the procedure under Windows XP Home Edition.

1. **On the [Start] menu, click [Control Panel].**
2. **Click [Printer and Other Hardware].**
3. **Click [Printers and Faxes].**
4. **Click [Add a Printer].**
5. **Follow the instructions in [Add Printer Wizard].**

   If the printer driver is on a CD-ROM, the location of the RPCS printer driver is \DRIVERS\RPCS\WIN2K_XP.

   If the installer starts, click **[Cancel]** to quit.
6. **Specify a port.**

   For the setting procedure, see a description for the port you are using.

**Note**

❒ Available ports vary according to your Windows operating system or the type of interface. For details, see "Preparing the Machine", Printer Reference.

**Reference**

"Preparing the Machine", Printer Reference

# If USB Connection Fails

This section explains how to troubleshoot a problem related to USB connection.

| Problem | Cause | Solution |
|---|---|---|
| The machine is not automatically recognized. | The USB cable is not connected properly. | Disconnect the USB cable, and then turn the machine off and then back on again. After confirming the machine is on, connect the USB cable again. |
| Windows has already configured the USB settings. | Check whether the computer has identified the machine as an unsupported device. | Open Windows' Device Manager, and then, under **[Universal Serial Bus controllers]**, remove any conflicting devices. Conflicting devices have a **[!]** or **[?]** icon by them. Take care not to accidentally remove required devices. For details, see Windows Help.<br>When using Windows 2000 / XP or Windows Server 2003, an erroneous device is displayed under **[USB Controller]** in the **[Device Manager]** dialog box. |
| Windows Me and the machine cannot be connected. | You need to download USB Printing Support for Windows Me. | Download USB Printing Support from the supplier's website.<br>Search the model name you use on the supplier's website, and download USB Printing Support. |

# When a Message Appears

This section describes the principal messages that appear on the panel display. If a message not described here appears, act according to the message.

**Note**

❒ Before turning the main power off, see "Turning On the Power", About This Machine.

**Reference**

"Turning On the Power", About This Machine



## Status Messages

This section describes the machine status messages.

| Message | Status |
|---|---|
| `Ready` | This is the default ready message. The machine is ready for use. No action is required. |
| `Waiting...` | The machine is waiting for the next data to print. Wait a while. |
| `Offline` | The machine is offline. To start printing, switch the machine online by pressing **[Online]**. |
| `Please wait.` | This message might appear for a second or two while the machine is preparing, performing initial adjustments, or adding toner. Wait a while. |
| `Job Suspended...` | All jobs in the machine are suspended. Wait a while. |
| `Hex Dump Mode` | In the Hex Dump mode, the machine receives data in hexadecimal format. Turn off the machine after printing, and then turn back on. |
| `Resetting job...` | The machine is resetting the print job. Wait until "`Ready`" appears on the display panel. |
| `Setting change...` | The machine is setting changing. You cannot use the control panel while this message is displayed. Wait a while. |

## Alert Messages

This section describes the machine Alert messages.

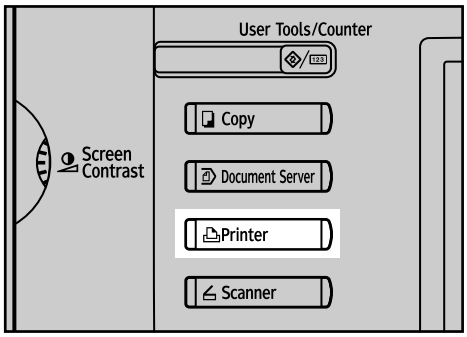
| Message | Cause | Solution |
|---|---|---|
| Cannot connect with the wireless card. Turn the main power switch off, then check the card. | IEEE 802.11b interface unit was not inserted when the machine was turned on. | Turn off the machine and check the interface unit is inserted correctly. Then, turn the machine on again. If the message appears again, call your service representative. |
| Cannot connect with the wireless card. Turn the main power switch off, then check the card. | IEEE 802.11b interface unit was pulled out after the machine turned on. | Turn off the machine and check the interface unit is inserted correctly. Then, turn the machine on again. If the message appears again, call your service representative. |
| Problems with the wireless card. | A wireless card that the machine cannot use has been installed. | Turn off the machine and check the interface unit is inserted correctly. Then, turn the machine on again. If the message appears again, call your service representative. |
| Problems with the wireless board. | Access to the wireless board in which the IEEE 802.11b interface unit is inserted is possible, but an error was detected. | Turn off the machine and check the interface unit is inserted correctly. Then, turn the machine on again. If the message appears again, call your service representative. |
| Problem with Hard Disk. | An error has occurred in the hard disk drive. | Turn off the main power switch, and back on again. If the message appears again, contact your service representative. |
| The entered password is incorrect. | The password of the encrypted PDF file has been entered incorrectly. | Enter the correct password. |
| Error has occurred. | A syntax error, etc., has occurred. | Check the PDF file is not corrupted. |
| USB has a problem. | An error has occurred in the USB interface. | Turn off the main power switch, and back on again. If the message appears again, contact your service representative. |
| Hardware Problem: Ethernet | An error has occurred in the Ethernet board. | Turn off the main power switch, and back on again. If the message appears again, contact your service representative. |
| Printing privileges have not been set for this document. | You tried to print a print-protected document. | You cannot print this document. |

| Message | Cause | Solution |
|---|---|---|
| `You do not have the privileges to use this function.` | Use of this function is restricted. | Contact the administrator. |
| `Authentication has failed.` | • The login user name or password entered is incorrect.<br>• The machine currently cannot perform authentication. | • Check your login user name and password.<br>• Contact the administrator. |
| `Parallel I/F board has a problem.` | An error has occurred in the parallel interface board. | Turn off the main power switch, and back on again. If the message appears again, contact your service representative. |
| `Printer font error.` | An error has occurred in the font settings. | Contact your service representative. |
| `File system is full.` | There is not enough free space on the file system for printing PDF files. | Delete unnecessary files from the hard disk.<br>Alternatively, reduce the number of files sent to the machine. |
| `Memory Overflow` | Maximum capacity of PostScript 3 list display has been exceeded. | Reduce the value of **[Resolution]** in the printer driver. Alternatively, select **[Frame Priority]** from **[Memory Usage]** in **[System]**. See "Printer Features", General Settings Guide.<br>If this message continues to appear after taking these steps, decrease the number of files sent to the machine. |

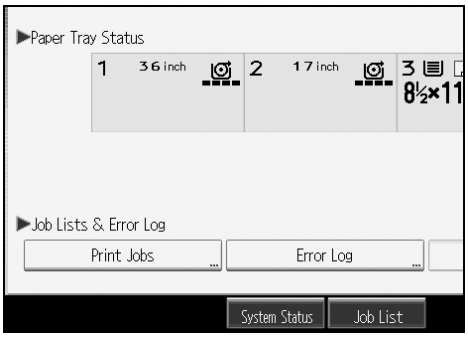
## Checking the Error Log

If files could not be stored due to printing errors, identify the cause of the errors by checking the error log on the control panel.

**1** **Press the 【Printer】 key to display the printer screen.**




**2** **Press [Error Log].**




An error log list appears.

**Note**

- The most recent 30 errors are stored in the error log. If a new error is added when there are 30 errors already stored, the oldest error is deleted. However, if the oldest error is a Sample Print, Locked Print, Hold Print, or Stored Print error, it is not deleted. The error is stored separately until the number of errors reaches 30.
- You cannot view **[Error Log]** on the simplified display.
- If the main power switch is turned off, the log is deleted.

# When You Cannot Print

Use the following procedures if printing does not start when printing from a computer.

| Problem | Cause | Solution |
|---|---|---|
| Printing does not start. | The power is off. | Check the cable is securely plugged into the power outlet and the machine. Turn on the main power switch. |
| Printing does not start. | The machine is set to "Offline". | Press **[Online]**. |
| Printing does not start. | The cause is displayed on the display of the control panel. | Check the error message or warning status on the display panel and take the required action. See p.30 "When a Message Appears". |
| Printing does not start. | The interface cable is not connected correctly. | Connect the interface cable securely. See "Connecting to the Interfaces", General Settings Guide. |
| Printing does not start. | The correct interface cable is not being used. | The type of interface cable you should use depends on the computer. Be sure to use the correct one. If the cable is damaged or worn, replace it. See "Connecting to the Interfaces", General Settings Guide. |
| Printing does not start. | The interface cable was connected after the machine was switched on. | Connect the interface cable before turning on the machine. |
| Printing does not start. | If the machine is operating in an extended wireless LAN, failure to print might result from a weak wireless signal. | To check signal status, press the **【User Tools / Counter】** key, and then press **[System Settings]** on the display panel. On the **[Interface Settings]** tab, select **[IEEE 802.11b]**, and then press **[Wireless LAN Signal]**. If signal quality is poor, move the machine to a location where radio waves can pass or remove objects that might cause interference.<br>(You can check signal status only when using wireless LAN in the infrastructure mode.) |
| Printing does not start. | If the machine is operating in an extended wireless LAN, SSID settings are incorrect. | Check using the machine's display panel that the SSID is correctly set. See "Network Settings", General Settings Guide. |

| Problem | Cause | Solution |
|---|---|---|
| Printing does not start. | If the machine is operating in an extended wireless LAN, the receiver's MAC address may be preventing communication with the access point. | Check access point settings when in the infrastructure mode. Depending on the access point, client access may be limited by MAC address. Also, check there are no problems in transmission between access point and wired clients, and between access point and wireless clients. |
| Printing does not start. | The extended wireless LAN has not started. | Confirm the orange LED is lit, and the green LED is lit or blinks during transmission. |
| Printing does not start. | The login user name, login password, or driver encryption key is invalid. | Check the login user name, login password, or driver encryption key. |
| Printing does not start. | Advanced encryption has been set using the Extended Security function. | Check the settings of the Extended Security function with the administrator. |
| Data-in lamp does not blink or light up. | If the data-in lamp is unlit or not flashing even after performing **[Print]**, the machine has not received the data. | • When the machine is connected to a computer via a cable, check the computer print port settings are correct. See "When the machine is connected to the computer using the interface cable".<br>• When it is networked with a computer, contact the administrator. |
| The status indicator of the printer is lit. | The cause is displayed on the display of the control panel. | Check the error message on the display panel and take required action. See p.30 "When a Message Appears". |
| "Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared." appears. | The destination list is being updated from the network using SmartDeviceMonitor for Admin. | Wait until the message disappears. Do not switch off the main power while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed. |
| **[List / Test Print]** is disabled. | A mechanical error might have occurred. | Contact your service representative. See "List / Test Print", General Settings Guide. |
| Printing does not start when using the extended wireless LAN in Ad-hoc mode. | The correct Communication mode is not set. | Turn the main power off and back on. See "Turning On the Power", About This Machine.<br>Or, change the settings for **[System Settings]**, **[Interface Settings]**, and **[Network]**. See "Network Settings", General Settings Guide. |

If the printing does not start, consult your service representative.

❖ **When the machine is connected to the computer using the interface cable**

The following shows how to check the print port when the data-in lamp does not light up or blink.

Check if the print port setting is correct. When it is connected using a parallel interface, connect it to LPT1 or LPT2.

For Windows 95/98/Me

① Click the **[Start]** button, point to **[Settings]**, and then click **[Printers]**.

② Click the icon of the machine. On the **[File]** menu, click **[Properties]**.

③ Click the **[Details]** tab.

④ In the **[Print to the following port:]** list, confirm the correct port is selected.

For Windows 2000 or Windows NT 4.0

① Click the **[Start]** button, point to **[Settings]**, and then click **[Printers]**.

② Click the icon of the machine. On the **[File]** menu, click **[Properties]**.

③ Click the **[Ports]** tab.

④ In the **[Print to the following port(s)]** list, confirm the correct port is selected.

For Windows XP Professional or Windows Server 2003

① Click the **[Start]** button, and then click **[Printers and Faxes]**.

② Click the icon of the machine. On the **[File]** menu, click **[Properties]**.

③ Click the **[Ports]** tab.

④ In the **[Print to the following port(s)]** list, confirm the correct port is selected.

For Windows XP Home Edition

① Click the **[Start]** button, and then click **[Control Panel]**.

② Click **[Printers and Other Hardware]**.

③ Click **[Printers and Faxes]**.

④ Click the icon of the machine. On the **[File]** menu, click **[Properties]**.

⑤ Click the **[Ports]** tab.

⑥ In the **[Print to the following port(s)]** list, confirm the correct port is selected.

# Other Printing Problems

This section explains likely causes of and possible solutions for problems that can occur when printing from a computer.

### ❖ If prints are not clear

| Problem | Cause | Solution |
|---|---|---|
| The print on the entire page is faded. | When is blinking, toner is beginning to run out. | Add toner. See p.64 "Adding Toner". |
| The print on the entire page is faded. | The paper is damp. | Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine. |
| The print on the entire page is faded. | The paper is unsuitable. | Use the recommended paper. (Printing on coarse or treated paper might result in faint print image.) See "Copy Paper", About This Machine. |
| Parts of images are not printed. | The paper is damp. | Use paper that has been stored in the recommended temperature and humidity condition. See "Copy Paper", About This Machine. |
| White lines appear. | When is blinking, toner is beginning to run out. | Add toner. See p.64 "Adding Toner". |

### ❖ When printer driver settings are required

| Problem | Cause | Solution |
|---|---|---|
| The printed image is different from the image on the computer's display. | With certain functions, such as enlargement and reduction, image layout might be different to that on the computer display. | In the application, change the layout, character size, and character settings. |
| The printed image is different from the image on the computer's display. | You might have selected to replace True Type fonts with machine fonts in the printing process. | To print an image similar to that of the computer display, make settings to print True Type fonts as an image. See the printer driver Help. |
| When printing graphics, the output and the screen are different. | If the printer driver is configured to use the graphics command, the graphics command from the machine is used to print. | If you want to print accurately, set the printer driver to print without using the graphics command. See the printer driver Help. |
| Garbled characters are printed. | The correct printer language might have not been selected. | Set the correct printer language. |

| Problem | Cause | Solution |
|---|---|---|
| Images are printed in the wrong orientation. | The feed orientation you selected and the feed orientation selected in the printer driver's option setup might not be the same. | Set the machine's feed orientation and the printer driver's feed orientation accordingly. See the printer driver Help. |
| Images are cut off, or excess is printed. | You may be using paper smaller than the size selected in the application. | Use the same size paper as that selected in the application. If you cannot load paper of the correct size, use the reduction function to reduce the image, and then print. See the printer driver Help. |
| Page layout is not as expected. | Print areas differ depending on machine used. Information that fits on a single page on one machine may not fit on a single page of another machine. | Adjust the **[Printable area:]** setting in the **[Printer Configuration...]** dialog box on the **[Print Settings]** tab in the RPCS printer driver. See the printer driver Help. |
| Photo images are coarse. | Some applications print at lower resolution. | Use the application's settings to specify a higher resolution. |
| Solid lines are printed as broken lines. | Dither patterns do not match. | Make the following settings with the printer driver: Change the **[Dithering:]** setting on the **[Image Adjustments]** tab in the **[Change User Settings...]** dialog box, on the **[Print Quality]** tab in the RPCS printer driver. See the printer driver Help. |
| Optional components connected to the machine are not recognized when using Windows 95 / 98 / Me, Windows 2000 / XP, Windows Server 2003, and Windows NT 4.0. | Bidirectional communication is not working. | Set up optional devices on the Properties of the printer.<br>See the printer driver Help. |
| Print results using combined printing or auto reduce/enlarge are not as expected under Windows 95 / 98 / Me / 2000 / XP, Windows Server 2003, or Windows NT 4.0. | The correct application or printer driver settings are not made. | Make sure the application's paper size and orientation settings match those of the printer driver. If a different paper size and orientation are set, select the same size and orientation. |
| When printing on custom size paper under Windows, the image appears in the wrong position. | The correct custom paper size is not specified in the printer driver's settings. | To print on custom size paper from the paper tray, specify the paper size in the printer driver's settings. See the printer driver Help. |

### ❖ When paper does not feed in properly

| Problem | Cause | Solution |
|---|---|---|
| Paper is not fed from the selected tray. | When you are using a Windows operating system, printer driver settings override those set using the display panel. | Set the desired input tray using the printer driver. See the printer driver Help. |
| Print is slanted. | The cut paper tray's side fences might not be locked. | Check the side fences are locked. See p.61 “Changing the Paper Size”. |
| Print is slanted. | The paper is feeding in at a slant. | Load the paper correctly. See p.57 “Loading Paper”. |
| Misfeeds occur frequently. | The number of sheets loaded in the cut paper tray exceeds the capacity of the machine. | Load paper only as high as the upper limit markings on the side fences of the cut paper tray. See p.57 “Loading Paper”. |
| Misfeeds occur frequently. | The paper is damp. | Use paper that has been stored in the recommended temperature and humidity condition. See “Copy Paper”, About This Machine. |
| Misfeeds occur frequently. | The paper is too thick or too thin. | Use recommended paper. See “Copy Paper”, About This Machine. |
| Misfeeds occur frequently. | The copy paper is wrinkled or has been folded/creased. | Use recommended paper. Use paper that has been stored in the recommended temperature and humidity condition. See “Copy Paper”, About This Machine. |
| Misfeeds occur frequently. | Printed paper is being used. | Use recommended paper. See “Copy Paper”, About This Machine. |
| Copy paper becomes creased. | The paper is damp. | Use paper that has been stored in the recommended temperature and humidity condition. See “Copy Paper”, About This Machine. |
| Copy paper becomes creased. | The paper is too thin. | Use recommended paper. See “Copy Paper”, About This Machine. |
| There is considerable delay between the print start instruction and actual printing. | Processing time depends on data volume. High volume data, such as graphics-heavy documents, take longer to process. | If the data-in lamp is blinking, data has been received by the printer. Wait for a moment. |
| There is considerable delay between the print start instruction and actual printing. | The machine might be in “Sleep mode”. | The machine requires time to warm up if it has been in “Sleep mode”. Specify “Sleep mode” in **[System Settings]**, **[Auto Off Timer]**. |
| There is considerable delay between the print start instruction and actual printing. | The paper type setting was changed. | If the paper type setting has been changed, there might be a delay before printing begins. Wait for a moment. |

| Problem | Cause | Solution |
|---|---|---|
| It takes a long time to complete a print job. | Processing time depends on data volume. High volume data, such as graphics-heavy documents, take longer to process. | Wait for a moment.<br>Making the following setting on the printer driver may reduce the computer's workload.<br>• Select **[Speed]** in the **[Print priority]** on the **[Print Quality]** tab in the printing preferences dialog box.<br>• Also, select the **[User settings]** check box, and then click **[Change User Settings...]**. Select the lower value for the **[Resolution:]** list on the **[Image Adjustments]** tab in the **[Change User Settings]** dialog box.<br>See the printer driver Help. |
| Print jobs take a long time to complete. | If a print job is data heavy, it will take longer to complete. | If the data-in lamp is blinking, data has been received by the printer. Wait for a moment. |

## ❖ Folding finisher

| Problem | Cause | Solution |
|---|---|---|
| Cannot specify folding. | The folding finisher is offline. | When the folding finisher is offline, folding cannot be specified.<br>Turn off the main power switches of both the machine and folding finisher, and then turn them back on again in the following order: folding finisher, and then the machine.<br>Then check the folding finisher is online. |
| Cannot specify folding. | The optional device is not configured correctly on the printer driver. | Configure the optional device correctly using **[Change Accessories...]** on the printer driver. See the printer driver Help. |
| Cannot specify folding. | Translucent paper or film was specified. | Translucent paper and film are not available for folding. They are delivered to the upper output stacker, but not folded. Select another paper type, and then specify folding. |
| "Please wait." appears on the display panel and printing cannot be done. | The folding finisher is offline. | Turn off the main power switch of both the machine and folding finisher, and then turn them back on again in the following order: folding finisher, and then the machine.<br>Then check the folding finisher is online. |

## ❖ Other printing problems

| Problem | Cause | Solution |
|---|---|---|
| A print instruction was issued from the computer, but printing did not start. | User Authentication may have been set. | • Ask the administrator for the user code.<br>• Specify the user code you confirmed when printing from the printer driver. On the printer driver's **[Printer Configuration]** tab, click **[User Code]**, and then enter the user code. |
| PDF files do not print out/cannot perform PDF direct print. | PDF files are password-protected. | To print password-protected PDF files, enter the password in the **[PDF Menu]** or on Web Image Monitor.<br>• For details about **[PDF Menu]**, see "PDF Menu", General Settings Guide.<br>• For details about Web Image Monitor, see the Web Image Monitor Help. |
| PDF files do not print out/cannot perform PDF direct print. | PDF files cannot be printed if they are print-disabled in PDF file security setting. | Change the PDF file security setting. |
| PDF files do not print out/cannot perform PDF direct print. | High compression PDF files created using the machine's scanner function cannot print directly. | Open the application used to create the PDF, and then print the file using the application's driver.<br>Re-save the file in normal (non-compressed) PDF format.<br>Some types of High Compression PDF files are not supported. Consult your sales representative about the supported file types. |
| PDF direct print produces strange or malformed characters. | Fonts were not embedded. | Embed fonts in the PDF file you want to print and then print. |
| Printing by wireless LAN is slow. | The number of jobs exceeds the capacity of the machine. | Reduce the number of jobs. |
| Printing by wireless LAN is slow. | • A communication error might have occurred.<br>• Interference from other wireless LAN devices can reduce communication speed. | • Check if there are any other active wireless-devices near the machine.<br>• Remove the machine from close proximity with IEEE 802.11b wireless LAN devices. |

If the problem cannot be solved, contact your service representative.

# 4. Troubleshooting When Using the Scanner Function

This chapter explains likely causes of and possible solutions for scanner function problems.

## When Scanning Is Not Done As Expected

This section explains causes and remedies when scan results are not as expected.

| Problem | Cause | Solution |
|---|---|---|
| The scanned image is dirty. | The exposure glass or platen plate is dirty. | Clean the exposure glass or platen plate. See p.79 “Maintaining Your Machine”. |
| The image is distorted or out of position. | The original has not been loaded square. | Insert the original along the original guides, so it is straight. See “Setting Original Orientation”, Scanner Reference. |
| The orientation of the scanned image is not correct. | The original was placed in the wrong top/bottom or left/right orientation. | Place the original in the correct orientation. See “Setting Original Orientation”, Scanner Reference. |
| No image results from scanning. | The original was placed with the front and back reversed. | When the original is placed directly on the original table, the side to be scanned must face down. See “Setting Original Orientation”, Scanner Reference. |
| The scanned image contains white spaces. | • If you scan originals using functions other than the network TWAIN scanner function, certain paper size and resolution settings may produce scanned images that are larger than the specified size because of margins being added to the sides.<br>• If the File Format Converter (optional ) is installed, the margins may become wider. | Scanning at a higher resolution may reduce the margins. |
| The scanner journal cannot be printed. | The paper tray is open. | Close the paper tray. |
| The scanner journal cannot be printed. | Paper is loaded in the bypass tray but another paper tray is specified. | Remove the paper from the bypass tray. |
| The scanner journal cannot be printed. | The original exit switching lever is in the rear output position. | Switch the original exit switching lever to upper output. |
| The file size of the compressed image is larger than that of the non-compressed image. | For detailed images such as line drawings, the file size increases after compression. | If large-size files become a problem, set Compression to **[Off]** under Scanner Features. |

# When You Cannot Send Scanned Files

The following sections explain likely causes of and solutions for Network Delivery and E-mail Sending-related problems.

## When Stored Files Cannot Be Accessed

This section explains likely causes of and possible solutions for job access-related problems.

| Problem | Cause | Solution |
|---|---|---|
| The stored file is locked and is not accessible. | The file, which is password protected, is locked because the password was incorrectly entered ten times. | Contact the administrator. |



## When You Cannot Browse the Network to Send a Scan File

This section explains likely causes of and possible solutions for the Browse Network failing to operate when files are sent.

| Problem | Cause | Solution |
|---|---|---|
| The network cannot be browsed when specifying the destination folder. | The following machine settings may not be correct:<br>• IPv4 address<br>• Subnet Mask | Check the settings. See "Network Settings ", General Settings Guide. |

## When the TWAIN Driver Cannot Be Started

This section explains likely causes of and possible solutions for the TWAIN driver failing to operate.

| Problem | Cause | Solution |
|---|---|---|
| The Scanner Properties dialog box cannot be displayed. | Advanced encryption has been specified in the extended security setting. | For details about the extended security setting, contact an administrator. |

## When Stored Files Cannot Be Edited

This section explains likely causes of and possible solutions for the TWAIN driver failing to operate.

| Problem | Cause | Solution |
|---|---|---|
| Stored files cannot be deleted. File names and passwords cannot be changed. Files cannot be redelivered. | Limits have been imposed using the available extended security function. | Contact the administrator. |

## When the Network Delivery Function Cannot Be Used



This section explains likely causes of and possible solutions for the Network Delivery function failing to operate.

| Problem | Cause | Solution |
|---|---|---|
| The network delivery function cannot be used. | The delivery software may be an old version or a security setting may be specified. | Contact the administrator. |
| The network delivery function cannot be used. | The network delivery function setting is not correct. | Specify it correctly. See "Settings Required to Use the Network Delivery Scanner", General Settings Guide. |

## Operations Are Not Possible When Messages Appear

This section explains likely causes of and possible solutions for messages that appear and when the machine fails to operate.

| Message | Cause | Solution |
|---|---|---|
| `Destination list / machine settings are updated. Selected destinations or function settings have been cleared. Please re-select the settings.` | The destination list is being updated from the network using SmartDeviceMonitor for Admin. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed. | Wait until the message disappears. Do not switch off the power while this message is displayed. |

# When a Message Appears

This section explains likely causes of and possible solutions for error messages that may appear on the machine's control panel.

## When a Message Appears on the Control Panel

This section explains causes and remedies if an error message appears on the display of the control panel.

**Important**

❒ If a message not described here appears, act according to the message. For information about how to turn off the main power switch, see "Turning On the Power", About This Machine.



| Message | Cause | Solution |
|---|---|---|
| No HDD is available for this function, or File Format Converter is not connected. Cannot use Scanner Function. | No HDD is available for this function, or File Format Converter is not connected. | Contact your service representative. |
| Connection with LDAP server has failed. Check the server status. | A network error has occurred and connection has failed. | Try the operation once more. If the message is still shown, the network may be crowded. Check the information of System Settings. See "System Settings", General Settings Guide. |
| LDAP server authentication has failed. Check the settings. | The user name and password differ from those set for LDAP Authentication. | Make settings correctly for the user name and the password for LDAP server authentication. |
| The destination list has been updated. Specified destination(s) or sender's name has been cleared. | A specified destination or sender's name was cleared when the destination list in the delivery server was updated. | Specify the destination or sender's name again. |
| Updating the destination list has failed. Try again? | A network error has occurred. | Check whether the server is connected. |

| Message | Cause | Solution |
|---|---|---|
| Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared. | The destination list has been updated. | If a destination or sender's name was already selected, re-select it after this message disappears. |
| Exceeded max. number of files which can be sent at the same time. Reduce the number of the selected files. | The number of files exceeded the maximum number possible. | Reduce the number of files and send them again. |
| Exceeded max. No. of results to display. Max.: nnn<br>(A figure is placed at n.) | Search results have exceeded the max. displayable number. | Search again after changing the search conditions. |
| You do not have the privileges to use this function. | The machine has not been set to allow you to use the function. | Contact the administrator. |
| Exceeded max. number of standby files.Try again after the current file is sent. | The maximum number of standby files was exceeded. | There are 100 files waiting in the sending queue for e-mail, Scan to Folder, or delivery functions. Wait until files have been sent. |
| Exceeded time limit for LDAP server search. Check the server status. | A network error has occurred and connection has failed. | Try the operation once more. If the message is still shown, the network may be crowded. Check the information of System Settings. See “System Settings”, General Settings Guide. |
| The specified group contains some destination(s) that do not have access privileges. Do you want to select only the privileged destination(s)? | The specified group contains some destinations for sending by e-mail and some destinations for sending by Scan to Folder. | To select destinations for sending by e-mail, press **[Select]** for the message displayed on the e-mail screen. To select destination for sending by Scan to Folder, press **[Select]** for the message displayed on the Scan to Folder screen. |

| Message | Cause | Solution |
|---|---|---|
| Cannot find the specified path. Please check the settings. | The destination computer name or folder name is invalid. | Check whether the computer name and the folder name for the destination are correct. |
| Exceeded max. number of alphanumeric characters for the path. | The maximum number of specifiable alphanumeric characters in a path has been exceeded. | The maximum number of characters which can be entered for the path is 128. Check the number of character you entered, and then enter the path again. See "Transmission Function", Scanner Reference. |
| The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted. | You have tried to delete files without the authority to do so. | The files can be deleted by the file administrator. To delete a file which you are not authorized to delete, contact the administrator. |
| Some of selected files are currently in use. They could not be deleted. | You cannot delete a file whose status is "Waiting..." or that is being edited with DeskTopBinder. | Cancel transmission ("Waiting..."status cleared) or the DeskTopBinder setting, and then delete the file. |
| Cannot cancel sending all selected file(s). Certain file(s) are currently being sent. | You cannot cancel a file currently being sent. | You can only cancel files waiting to be sent. You cannot cancel files already sent or currently being sent, files that were sent but did not reach the destination, or files that have been cancelled. |
| Selected file is currently in use. Cannot change file name. | You cannot change the name of a file whose status is "Waiting..." or that is being edited with DeskTopBinder. | Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then change the file name. |
| Selected file is currently in use. Cannot change password. | You cannot change the password of a file whose status is "Waiting..." or that is being edited with DeskTopBinder. | Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then delete the password. |
| Selected file is currently in use. Cannot change user name. | You cannot change the sender's name whose status is "Waiting..." or that is being edited with DeskTopBinder. | Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then change the user name. |

| Message | Cause | Solution |
|---|---|---|
| Connection with the destination has failed. Check the status and connection. To check the current status, press [Scanned Files Status]. | The correct Network settings are not made. | • Check the network settings of the client computer.<br>• Check that components such as the LAN cable are connected properly.<br>• Check that the server settings are correct and the server is working properly. |
| Authentication with the destination has failed. Check settings. To check the current status, press [Scanned Files Status]. | The entered user name or password was invalid. | • Check that the user name and password are correct.<br>• Check that the ID and password for the destination folder are correct.<br>• A password of 128 or more characters may not be recognized. |
| Destination(s) or sender name is not specified. | Destination(s) or sender name is not specified. | Send e-mail after specifying the destination(s) or sender's name. |
| Destination(s) have not been specified. | Destination(s) have not been specified. | Send e-mail after specifying the destination(s). |
| Sender has not been specified. | The sender's name was not specified. | A sender's name should be specified before sending e-mail. Send e-mail after specifying the sender's name. |
| Exceeded max. E-mail size. Sending E-mail has been cancelled. Check [Max. E-mail Size] in Scanner Features. | The maximum e-mail size has been exceeded. | • Increase the size of **[Max. E-mail Size]**.<br>• Set **[Divide & Send E-mail]** to **[Yes (per Page)]** or **[Yes (per Max. Size)]**.<br>See "Send Settings", General Settings Guide. |
| Sending the data has failed. The data will be resent later. | A network error has occurred and a file was not sent correctly. | Wait until sending is retried automatically after the preset interval. If sending fails again, contact the network administrator. |
| Transmission has failed. To check the current status, press [Scanned Files Status]. | While a file was being sent, a network error occurred and the file could not be sent correctly. | Try the operation once more. If the message is still shown, the network may be crowded. Contact the administrator. Press **[Scanned Files Status]** to display the transmission results, and then check which job has not been sent. See "Confirmation Displays", Scanner Reference. |

| Message | Cause | Solution |
|---|---|---|
| Transmission has failed. Insufficient memory in the destination hard disk. To check the current status, press [Scanned Files Status]. | Transmission has failed. There was not enough free space on the hard disk of the SMTP server, FTP server, or client computer at the destination. | Allocate sufficient space. |
| Output buffer is full. Sending the data has been cancelled. Please try again later. | Too many jobs are in standby state, and sending was cancelled. | Retry sending after sending jobs in standby state completes. |
| Exceeded max. number of pages per file. Do you want to store the scanned pages as 1 file? | The file being stored has exceeded the max. number of pages for one file. | Specify whether to use the data or not. Scan the pages that were not scanned and store them as a new file. See "Storing Files Using the Scanner Function", Scanner Reference. |
| Exceeded maximum number of file to store. Delete all unnecessary files. | Too many files are waiting to be delivered. | Select fewer files for transmission, or delete some unneeded files. For details about the number of files that you can store, see "Storage Function", Scanner Reference. |
| Exceeded max. number of stored files. Cannot send the scanned data as capturing files is unavailable. | Too many files are waiting to be delivered. | Select fewer files for transmission, or delete some unneeded files. For details about the number of files that you can store, see "Storage Function", Scanner Reference. |
| Exceeded max. number of files which can be used in Document Server at the same time. | The maximum number of files that can be stored in the document server has been exceeded. | Check the files stored, and then delete unneeded files. See "Document Server", Copy/Document Server Reference or "Storing Files Using the Scanner Function", Scanner Reference. |
| Entered protection code for destination is incorrect. Please re-enter. | The correct protect destination code was not entered. | Make sure the protection code is correct, and then enter it again. See "Registering a Protection Code", General Settings Guide. |
| Password entered is not correct. Please re-enter. | You have entered an incorrect password. | Check the authentication settings, and then enter a correct password. |

| Message | Cause | Solution |
|---|---|---|
| Exceeded max. number of alphanumeric characters. | The maximum enterable number of alphanumeric characters has been exceeded. | Make sure the maximum number of characters which can be entered, and then enter it again. See "Values of Various Set Items for Transmission/Storage/Delivery Function", Scanner Reference. |
| Authentication has failed. | The entered login user name or login password is incorrect. | Check the login user name and login password. The machine is unable to authenticate. Contact an administrator. |
| The entered path is not correct. Please re-enter. | The entered path format is incorrect. | Confirm the destination computer and the path, and then enter it again. |
| Captured file exceeded max. number of pages per file. Cannot send the scanned data. | The maximum number of pages per file has been exceeded. | Reduce the number of pages in the transmitted file, and then resend the file. See "Storage Function", Scanner Reference. |
| Original is being scanned by another function. Please wait. **[Copier][Document Server]**... | The machine is using another function such as copying. | Retry scanning after the operation with the other function is completed. |
| Original is being scanned by another function. Switch to the following function, then press the Stop key to cancel scanning or press the Start key to continue. **[Copier][Document Server]**... | The machine is using another function such as copying. | Switch to another function such as Copier, Document Server, etc., and then press either the **【Clear/Stop】** key to cancel scanning or the **【Start】** key to continue. |
| Specify destination(s) and set original(s). | Destination(s) is not specified. | Specify destination(s), and then set original(s). |
| Specify the next destination, then set original. | The next destination is not specified. | Specify the next destination, and then set original. |

| Message | Cause | Solution |
|---|---|---|
| E-mail address entered is not correct. Please re-enter. | The entered e-mail address is incorrect. | Make sure the e-mail address is correct, and then enter it again. |
| Memory is full. Press [Send] to send the current scanned data, or press [Cancel] to delete. | Because there is not enough free hard disk space in the machine for delivering or sending by e-mail while storing in the Document Server, only some of the pages could be scanned. | Specify whether to use the data or not. |
| Memory is full. Cannot scan. The scanned data will be deleted. | Because of insufficient hard disk space, the first page could not be scanned. | Try one of the following measures:<br>• Wait for a while, and then retry the scan operation.<br>• Reduce the scan area or scanning resolution. See "Scan Settings", Scanner Reference.<br>• Delete unneeded stored files. See "Deleting a Stored File", Scanner Reference. |
| Memory is full. Do you want to store scanned file? | Because there is not enough free hard disk space in the machine for storing in the Document Server, only some of the pages could be scanned. | Specify whether to use the data or not. |
| No paper. Load paper of one of the following sizes, then press [Start Printing].<br>A3, B4, A4... | No paper is set in the specified paper tray. | Load paper of the sizes listed in the message. |
| Exceeded max. data capacity.<br>Set Original Orientation to "R" then press the Start key again. | The scanned original was too large, or its orientation was not correct. | Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution.<br>Re-loading the original in a different orientation may enable the machine to scan large originals.<br>See "Relationship between Resolution and Scan Size", Scanner Reference. |

| Message | Cause | Solution |
|---|---|---|
| Exceeded max. data capacity.Check scanning resolution, then press Start key again. | The scanned data exceeded maximum data capacity. | Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference. |
| Exceeded max. page capacity per file. Press [Send] to send the scanned data, or press [Cancel] to delete. | The number of scanned pages exceeded maximum page capacity. | Select whether to send the data so far. |
| Cannot display preview of this page. | The size of the image you want to preview is larger than A2 (C). | Images larger than A2 (C) cannot be previewed.<br>Specify A2 (C) or a smaller image, or scan again at A2 (C) or smaller. |

**Reference**

"Turning On the Power", About This Machine

## When a Message Appears on the Client Computer

This section explains likely causes of and possible solutions for the main error messages displayed on the client computer when using the TWAIN driver.

**Important**

❒ If a message not described here appears, act according to the message. For information about how to turn off the main power switch, see "Turning On the Power", About This Machine.

| Message | Cause | Solution |
|---|---|---|
| Paper misfeed has occurred. | A paper misfeed has occurred. | Remove jammed originals, and place them again.<br>Check whether the originals are suitable to be scanned by the machine. |
| The scanning area does not match the original. | The specified area to be scanned differs from the actual scanned area of the original. | Check the location of the original. |
| The start position of the scanning area does not match the original. | The specified area to be scanned differs from the actual scanned area of the original. | Check the location of the original. |

| Message | Cause | Solution |
|---|---|---|
| Standby time reached. | An original was not loaded within the specified time limit. | Load an original within the time limit specified in **[Standby Time]**. |
| Please call your service representative. | An unrecoverable error has occurred in the machine. | Contact your service representative. |
| Scanner is not available on the specified device. | The TWAIN scanner function cannot be used on this machine. | Contact your service representative. |
| Scanner is not available. Check the scanner connection status. | • The machine's main power switch is off.<br>• The machine is not connected to the network correctly. | • Set the main power switch to "On".<br>• Check whether the machine is connected to the network correctly.<br>• Deselect the personal firewall function of the client computer.<br>• Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. See "Network Settings", General Settings Guide and "Using telnet", Network Guide. |
| Cannot find the scanner. Check the scanner main power switch. | The machine's main power switch is off. | Check that the cable is securely plugged into the power outlet and the machine. Set the main power switch to "On". |
| Error has occurred on the scanner. Scanning will be cancelled. | The application-specified scan conditions have exceeded the setting range of the machine. | Check whether the scanning settings made with the application exceed the setting range of the machine. |
| Fatal error has occurred in the scanner. | An unrecoverable error has occurred on the machine. | An unrecoverable error has occurred in the machine. Call your service representative. |
| Scanner is not ready. Check the scanner and the options. | The original cover is open. | Check whether the original cover is closed. |

| Message | Cause | Solution |
|---|---|---|
| Insufficient memory.Reduce the scanning area. | Scanner memory is insufficient. | • Reset the scan size.<br>• Lower the resolution.<br>• Set with no compression. See TWAIN Driver help.<br>The problem may be due to the following cause:<br>• "The Relationship between the Resolution and the Scanning Area" chart in Help for halftone scanning might not always apply. Scanning cannot be performed if large values are set for brightness when using halftone or high resolution. |
| Error has occurred within the scanner driver. | An error has occurred in the driver. | • Check whether the network cable is connected correctly to the client computer.<br>• Check whether the Ethernet board of the client computer is recognized correctly by Windows.<br>• Check whether the client computer can use the TCP/IP protocol. |
| Scanner is in use by another function. | A function of the machine other than the scanner function is being used such as the copier function. | Wait for a while and reconnect. |
| Insufficient memory. Reduce resolution, original size, or scanning area. | The computer does not have enough memory. | Reduce the resolution or size of scanning. Alternately, try scanning again after closing any other applications in use. |
| No User Code is registered. Consult your system administrator. | Access is restricted with user codes. | Contact the administrator of the machine. |
| Any of Login User Name, Login Password or Driver Encryption Key is incorrect. | The entered login user name, password, or driver encryption key was invalid. | • Check the login user name, login password, and driver encryption key.<br>• Permission to use this function has not been granted. Contact the administrator. |

**Reference**

"Turning On the Power", About This Machine

# 5. Adding Paper and Toner

This chapter explains troubleshooting procedures that are applicable to all the machine's functions.

## Loading Paper

This section explains what to do when paper runs out and needs reloading.

⚠ ***CAUTION:***

- *Be careful when replacing the roll paper or removing misfed paper by following the operating instructions properly. Otherwise, an injury may result from the paper cutter inside.*

⚠ ***CAUTION:***

- *The fusing section of this machine might be very hot. Caution should be taken when removing misfed paper.*

⚠ ***CAUTION:***

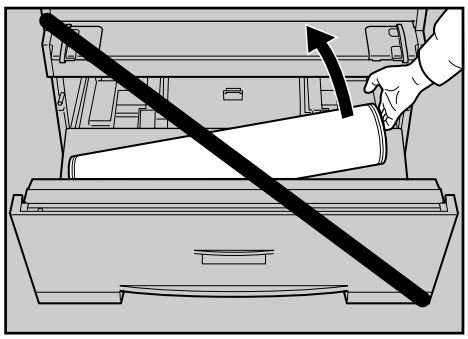
- *When replacing or loading the paper roll, do not put the paper roll on the upper of the paper roll tray. Otherwise the tray may fall and an injury may result.*
- *Hold the paper rolls horizontally with both hands. When you grab the paper holder and hold the paper roll vertically, the paper roll may fall off and an injury may result.*

⚠ ***CAUTION:***

- *When replacing or loading the paper, or clearing paper jams, pull out the cut paper tray slowly with both hands. Do not pull out the cut paper tray with a single hand. Otherwise the rear of the cut paper tray may fall and an injury may result.*

**Important**

❒ When removing paper rolls, lift the paper holders on either side of the paper roll before removing. Do not lift one side only. This could damage the machine.



ATJ012S

**Note**

- ❒ If the original hanger (optional) is installed, remove it before pulling out the paper roll tray or cut paper tray.
- ❒ For paper types and sizes that can be loaded in the paper roll tray and cut paper tray, see “Recommended Paper Sizes and Types”, About This Machine.
- ❒ For details about changing the paper size in the paper roll tray or cut paper tray, see “Changing the Paper Size”.
- ❒ To load paper in the bypass tray, see “Copying from the Bypass Tray”, Copy/Document Server Reference.

**Reference**

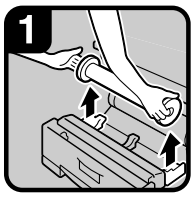
p.61 “Changing the Paper Size”

“Recommended Paper Sizes and Types”, About This Machine

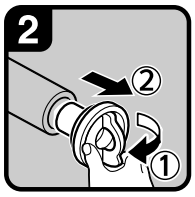
“Copying from the Bypass Tray”, Copy/Document Server Reference

## Loading the Paper Roll

The following procedure explains loading the paper roll.



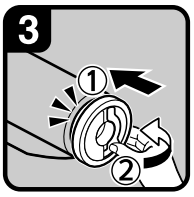
- Open the paper roll tray. Hold both sides of the empty paper roll and remove it from the unit.



- Raise the green lever on the paper holder (①).
  Remove the paper holder from the empty paper roll core (②).

Note

- Remove both sides of the paper holder.



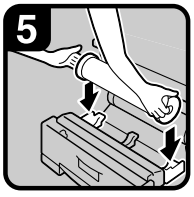
- Set the paper holder in the new paper roll (①). Lower the lever (②).

Note

- Insert the paper holder firmly until it stops.
- Set both sides of the paper holder.



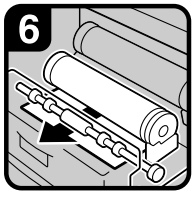
- Hold both sides of the paper holder. Set it in the roll holder.



- Set the paper roll.

Note

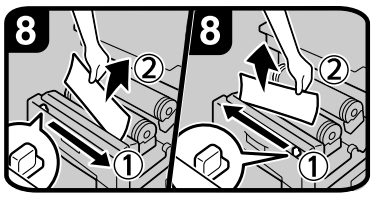
- The edge of the paper roll should be on the bottom.



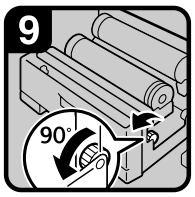
- Pass the paper edge under the rubber part of the roller.



- Turn the paper feed knob in the direction of the arrows until the edge of the paper emerges.



- Cut the edge of the paper by sliding the cutter knob from left to right, or from right to left (①). Remove the offcut (②).



- Turn the paper feed knob 90 degrees forward.

Note

- In order to eject any cut-off that might have remained, bu sure to turn the paper feed knob 90 degrees forward.
- Close the paper roll tray.

ATK003S

### Note

❒ When you use the printer function, set the paper volume again after loading the paper roll. See “Tray Paper Settings”, General Settings Guide.

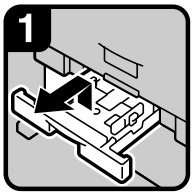
❒ When you change the paper size or paper type, make the paper size or type settings under System Settings. See “Tray Paper Settings”, General Settings Guide.

**Reference**

"Tray Paper Settings", General Settings Guide

## Loading Cut Paper

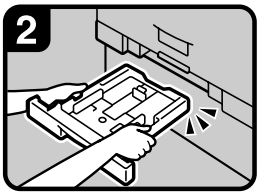
The following procedure explains loading cut paper.



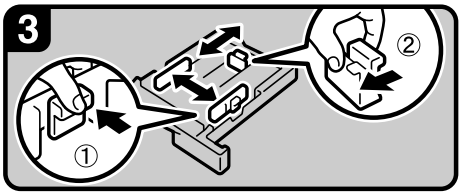

- Pull out the cut paper tray while lifting upward and out.

Note

- Be sure to load paper after all the paper in the tray run out.



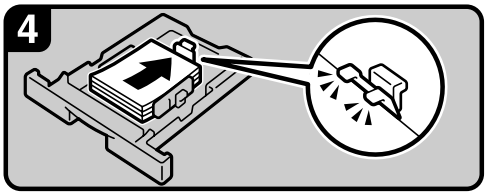

- Hold both sides and lift the front of the tray, and then remove it from of the machine.




- While pressing the release lever, open the side fence (①).

Note

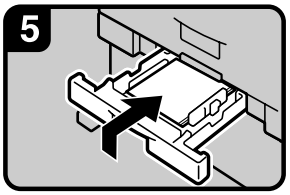
- When changing the paper size, adjust the end fence to the paper size while pressing the release lever (②).




- Load paper print face down.

Note

- Load paper below the limit mark on the paper guide.
- While pressing the release lever, adjust the side fence to the paper size.




- Insert the cut paper tray while lifting upward into the machine, push slowly until it stops.

Note

- If you push the cut paper tray forcefully, the tray's paper guide may become out of position.

ATK004S

**Note**

❒ Fan the paper before loading.

❒ Straighten curled or warped paper before loading.

❒ Extend the side-end fences when changing to a larger paper size such as A3. See "Changing the Paper Size in the Cut Paper Tray".

**Reference**

p.63 "Changing the Paper Size in the Cut Paper Tray"

# Changing the Paper Size

This section explains how to change a paper size.

Procedures for changing the paper size differ depending on the tray. Make sure you are following the appropriate procedure before you begin.

**Note**

❒ Be sure to select the paper size with System Settings. If you do not, misfeeds might occur. See, "Tray Paper Settings", General Settings Guide.

❒ For details about paper sizes and types, see "Copy Paper", About This Machine.

**Reference**

"Copy Paper", About This Machine

"Tray Paper Settings", General Settings Guide

## Changing the Paper Size in the Paper Roll Tray



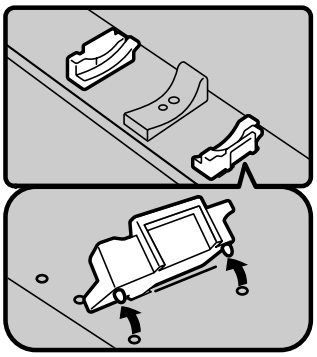
The following procedure explains how to change a paper size in the paper roll tray.

### Removing the roll holder

The following procedure explains removing the roll holder.

**Important**

❒ Always follow the instructions below when adjusting the roll holder. Do not force the roll holder by pulling or sliding it strongly. This could damage it.



・Push the roll holder inwards, and then pull it upwards.

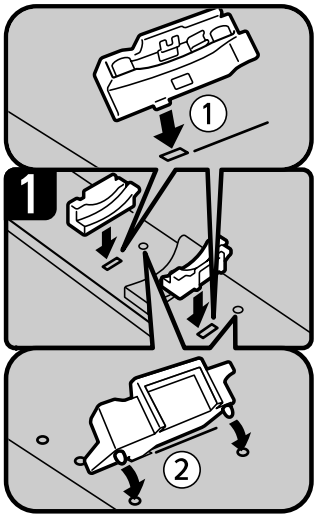
Note

・The roll holder is attached with magnets and a hook.

ATK005S

## Setting the roll holder

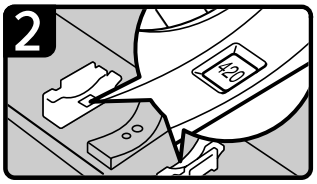
The following procedure explains setting the roll holder.




- Insert the hook on the roll holder into the hole (①).
- Hook on the outside and insert the hook into the hole (②).

Note

- Make sure the hooks are firmly in the holes.




- Check the paper size in the windows on the inside of the roll holder.

Note

- Make the same setting for both left and right sides.

ATK006S

### Note

❒ For procedures about loading the paper, see “Loading Paper”.

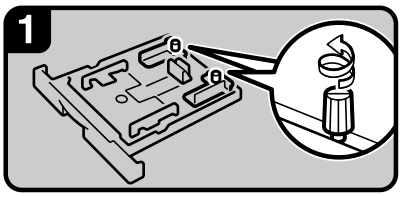
❒ Confirm paper width using the paper roll tray's scale.

### Reference

p.57 “Loading Paper”

## Changing the Paper Size in the Cut Paper Tray

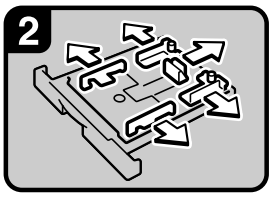
The following procedure explains how to change a paper size in the cut paper tray.



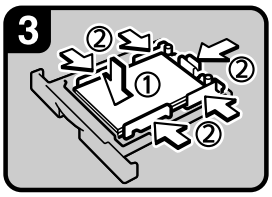

- Loosen the screws on the right and left side-end fences by turning them counterclockwise.

Note

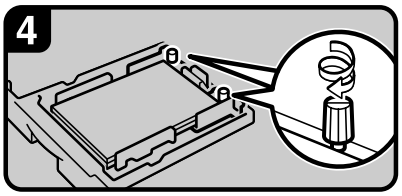
- Remove paper if loaded.




- While pressing the release lever, open the side fences, end fence, and side-end fences.




- Load paper print side down (①).
- While pressing the release lever, adjust the side fences, end fence, and side-end fences to the paper size (②).




- Fasten the screws on the right and left side-end fences by turning them clockwise.

ATK007S

### Note

❒ This procedure is required for loading A3 ▯, B4 JIS ▯, 11" × 17" ▯, or 12" × 18" ▯ size paper.

❒ If you want to load A4 ▯, $8\frac{1}{2}$" × 11" ▯ paper sizes, see "Loading Cut Paper".

❒ When you change the paper size or paper type, make the paper size or type settings under System Settings. See "Tray Paper Settings", General Settings Guide.

❒ Fan the paper before loading.

❒ Straighten curled or warped paper before loading.

### Reference

p.60 "Loading Cut Paper"

"Tray Paper Settings", General Settings Guide

# Adding Toner

This section explains adding and storing toner.

⚠ ***WARNING:***

- ***Do not incinerate used toner or toner containers. Toner dust might ignite when exposed to an open flame. Dispose of used toner containers in accordance with local regulations.***

⚠ ***CAUTION:***

- *Keep toner (used or unused) and toner containers out of reach of children.*

⚠ ***CAUTION:***

- *If toner or used toner is inhaled, gargle with plenty of water and move into a fresh air environment. Consult a doctor if necessary.*

⚠ ***CAUTION:***

- *If toner or used toner gets into your eyes, flush immediately with large amounts of water. Consult a doctor if necessary.*

⚠ ***CAUTION:***

- *If toner or used toner is swallowed, dilute by drinking a large amount of water. Consult a doctor if necessary.*

⚠ ***CAUTION:***

- *Avoid getting toner on your clothes or skin when removing a paper jam or replacing toner. If your skin comes into contact with toner, wash the affected area thoroughly with soap and water.*
- *If toner gets on your clothing, wash with cold water. Hot water will set the toner into the fabric and may make removing the stain impossible.*

⚠ ***CAUTION:***

- *Do not open toner containers forcefully. Toner can spill, dirtying your clothes or hands, and possibly resulting in accidental ingestion.*

**Important**

❒ Fault may occur if you use toner other than the recommended type.

❒ When adding toner, do not turn off the operation switch. If you do, settings will be lost.

❒ Always add toner when the machine instructs you.

❒ When a message "Add Toner" is shown on the display, replace the applicable toner.

❒ Store toner containers in a cool, dry place free from direct sunlight.

❒ Store on a flat surface.

**Note**

❒ You can check name of the required toner name and the replacement procedure using the "Add Toner" screen.

❒ Press **[System Status]** to check contact number where you can order supplies. See "Checking Machine Status and Settings".

**Reference**

p.5 "Checking Machine Status and Settings"

## Inserting Toner

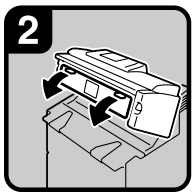
The following describes how to replace toner.

**Important**

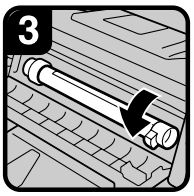
❒ Do not shake the removed toner cartridge. The remaining toner might scatter.



- Lift both main unit opening levers, and then open the main unit upward.



- Open the main unit front cover.



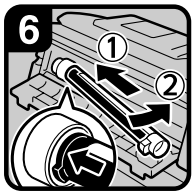
- Hold the toner cartridge at the edge of the right side, and then roll it in the direction of the arrow.



- Hold the toner cartridge at the edge of the left side, and remove it from the machine.




- Take out the new toner cartridge (①), and then shake it gently five or six times (②).




- Insert the end of the toner cartridge into the toner holder on the left (①). Insert the toner cartridge into the right in the direction of the arrow (②).

Note

- Do not rotate the cartridge until you remove the tape (next step).



- Slowly remove the tape from the toner cartridge.



- Rotate the toner cartridge in the direction of the arrow until it stops.
- Close the main unit front cover and the main unit.

ATK008S

**Note**

❒ The waste toner bottle makes a noise when toner is added. This noise does not indicate a malfunction.

## Sending Scanned Documents When Toner Has Run Out

When the machine has run out of toner, the indicator on the display lights. Note that even if there is no toner left, you can still send scanned documents.

1. **Make sure that the machine is in scanner mode.**
2. **Press [Exit], and then perform transmission operation.**

   The error message disappears.

**Note**

❒ If the scanner screen does not appear in step 1, press the 【Scanner】 key.

## Used Toner

Toner cannot be re-used.

Bring the stored used container to your sales or service representative for recycling through our recycling system. If you discard it on your own, treat it as general plastic waste material.

# 6. Clearing Misfeeds

This chapter explains what to do when paper or originals misfeed (become jammed inside the machine).

## Removing Jammed Paper

⚠ ***CAUTION:***

- *The fusing section of this machine might be very hot. Caution should be taken when removing misfed paper.*

⚠ ***CAUTION:***

- *Be careful when replacing the roll paper or removing misfed paper by following the operating instructions properly. Otherwise, an injury may result from the paper cutter inside.*

⚠ ***CAUTION:***

- *When replacing or loading the paper, or clearing paper jams, pull out the cut paper tray slowly with both hands. Do not pull out the cut paper tray with a single hand. Otherwise the rear of the cut paper tray may fall and an injury may result.*

⚠ ***CAUTION:***

- *Keep your hands clear of the paper exit area and the inside of the folding finisher. You can trap your fingers if you do not.*

**Important**

❒ When clearing misfeeds, do not turn off the operation switch. If you do, your settings will be lost.

❒ To prevent misfeeds, do not leave any torn scraps of paper inside the machine.

❒ Contact your service representative if misfeeds occur frequently.

**Note**

❒ For details about how to locate and remove misfeeds, see "Locating Jammed Paper" or "Removing Jammed Paper".

❒ On the original cover, paper output exit cover, or paper roll tray, there is a sticker explaining how to remove misfed paper.

**Reference**

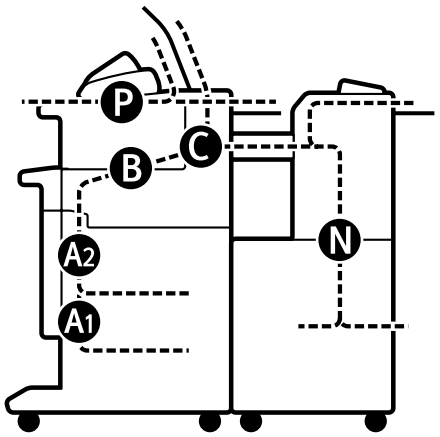
p.68 "Locating Jammed Paper"

p.69 "Removing Jammed Paper"

## Locating Jammed Paper

If a misfeed happens, remove the misfed paper or original by following the procedures shown on the diagrams on the original cover, paper output exit cover, or paper roll tray.

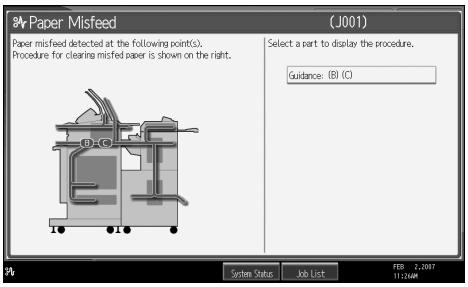
A misfeed has occurred in the place corresponding to the letter displayed on the control panel.



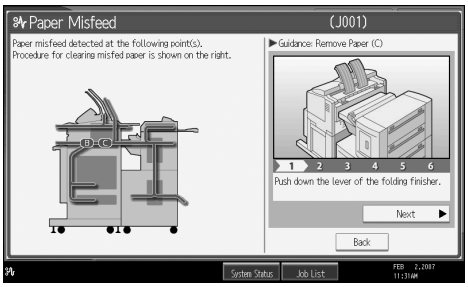

ATK009S



**1** **Press the key of the section from where you want to remove the jammed paper.**




**2** **After each step is complete, press [Next]. To go back to the previous step, press [Previous].**




**3** **When all jammed paper are removed, restore the machine to the original state.**

**Note**

❒ More than one misfeed may be indicated. When this happens, check all the areas indicated.

# Removing Jammed Paper

The following procedure explains how to remove jammed paper.

**Important**

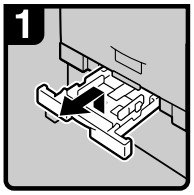
- ❒ The internal parts of the machine may be hot. Wait for the fusing unit to cool down before clearing a paper jam in the unit.
- ❒ When removing jammed paper from the fusing section, touch only the areas explicitly specified in this manual.
- ❒ Do not remove the fusing unit. Doing so can result in reduced print quality.

**Note**

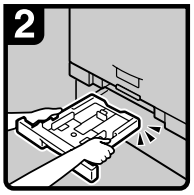
- ❒ On the original cover, paper output exit cover, or paper roll tray, there is a sticker explaining how to remove misfed paper.
- ❒ If a detailed removal instruction appears on the right of the screen, follow it.
- ❒ You can also use the procedure indicated in **[System Status]** to remove jammed paper.

## When A1 is lit






・Pull out the cut paper tray while lifting upward and out.



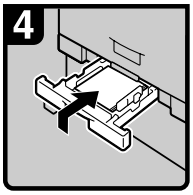

・Hold both sides and lift the front of the tray, and then remove it from the machine.




・Remove the jammed paper.

Note

・If the jammed paper is forcefully pulled out, it may tear and scraps may leave in the machine.



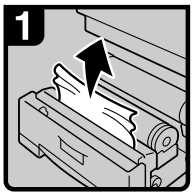

・Insert the cut paper tray while lifting upward into the machine, push slowly until it stops.

Note

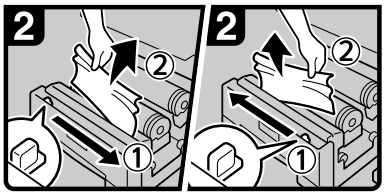
・If you push the cut paper tray forcefully, the tray's paper guide may become out of position.

ATK010S

## When A2 is lit



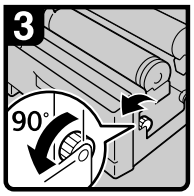

- Open the paper roll tray, and then slowly pull up the edge of the jammed paper.




- Cut the edge of the paper roll by sliding the cutter knob right to left, or left to right (①), and then remove the offcut (②).

Note

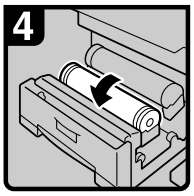
- Be sure to return the cutter knob to the right or left end of the cutter area.




- Turn the paper feed knob 90 degrees forward.

Note

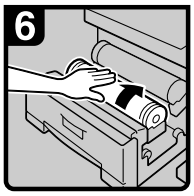
- As a cutoff from the paper roll might have remained, the knob must be turned 90 degrees forward.




- If you cannot remove the jammed paper, rotate the paper in the direction of the arrow until the edge emerges.



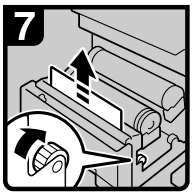

- Cut the edge of the paper using the cutter or scissors.



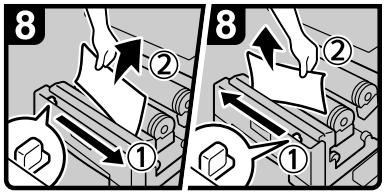

- Rotate the paper roll until the edge of the paper is fed into the rubber part of the roller.

Note

- Make sure the paper is not loose, and insert it straight into the roller.



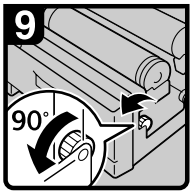

- Rotate the paper feed knob in the direction of the arrow until the edge of the paper roll emerges.




- Cut the edge of the paper roll by sliding the cutter knob right to left, or left to right to (①), and then remove the offcut (②).

Note

- Be sure to return the cutter knob to the right or left end of the cutter area.



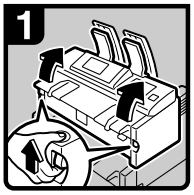

- Turn the paper feed knob 90 degrees forward.

Note

- As a cutoff from the paper roll might have remained, the knob must be turned 90 degrees forward.
- Close the paper roll tray.

ATK011S

## When B is lit



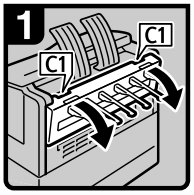

- Lift both main unit opening levers, and then open the main unit upward.



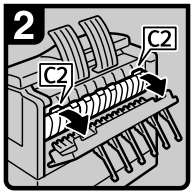

- Remove the jammed original.
- Close the main unit.

ATK012S

## When C is lit



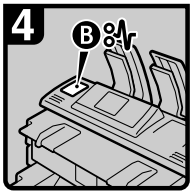

- Open the rear cover holding C1 at the rear with both hands.




- Hold the C2 knob, and then tilt the top of the fusing unit forward.




- Remove the jammed paper.
- Close the fusing unit and rear cover.



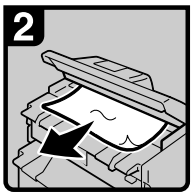

- If you cannot remove the jammed paper or the paper misfeed display does not disappear, proceed to "When B is lit".

ATK013S

## When P is lit




- Hold both sides of the original cover with both hands, and then open the original cover.

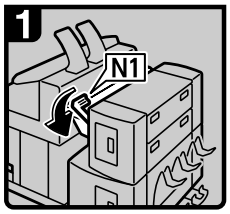



- Remove the jammed paper.
- Close the original cover with both hands gently.

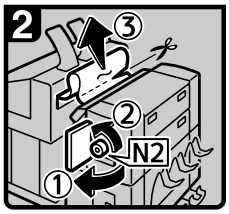
ATK014S

## When N1 - N7 is lit

### ❖ When N1 is lit



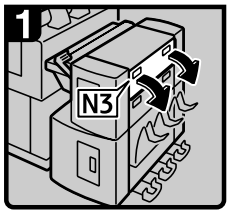

・Lower lever N1.



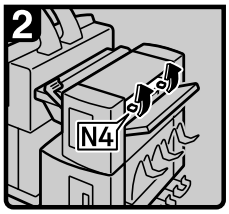

・Open the upper side cover (①), turn knob N2 counterclockwise, and then remove the misfed paper (②).
・If you cannot remove the misfed paper, cut it with scissors or a cutter (③), and then remove the pieces from both the main unit and the finisher side. For details about removing misfed paper from the main unit side, see "When C is lit".
・Close the upper side cover, and then return lever N1 to its original position.

ATK015S

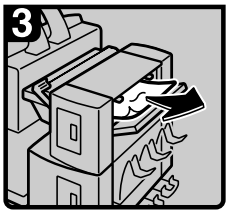
### ❖ When N3 is lit




・Open cover N3.



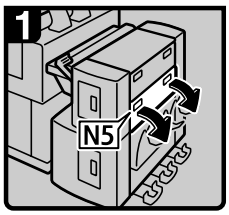

・Open cover N4.



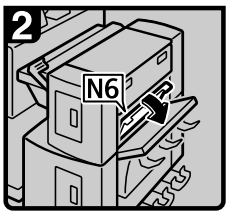

・Remove the jammed paper.
・Close covers N4 and N3.

ATK016S

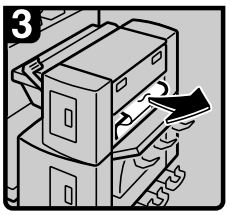
### ❖ When N5 is lit




・Open cover N5.



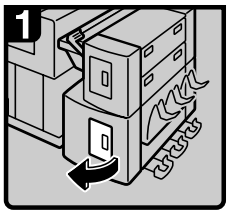

・Open cover N6.



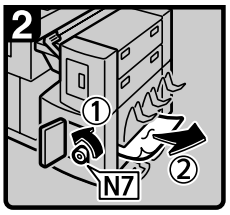

・Remove the jammed paper.
・Close covers N6 and N5.

ATK017S

## ❖ When N7 is lit




・Open the lower side cover.




・Turn knob N7 counter-clockwise (①), and then remove misfed paper (②).
・Close the lower side cover.

ATK018S

This chapter describes how to maintain and operate the machine.

# Where to Put Your Machine

This section provides precautions for installation, movement and disposal.

## Machine Environment

Choose your machine's location carefully.

Environmental conditions greatly affect its performance.

### Moving

The following describes precautions when moving the machine.

⚠ ***CAUTION:***

- *Contact your service representative if you need to lift the machine (such as when relocating it to another floor). Do not attempt to lift the machine without the assistance of your service representative. The machine will be damaged if it topples or is dropped, resulting in malfunction and risk of injury to users. The machine's various handling areas are for service engineer use only. Do not touch these areas.*

⚠ ***CAUTION:***

- *Before moving the machine, be sure to disconnect all external connections, especially the power cord from the wall outlet. Damaged power cords are a fire and electric shock hazard.*

⚠ ***CAUTION:***

- *Unplug the power cord from the wall outlet before you move the machine. While moving the machine, you should take care that the power cord will not be damaged under the machine.*

**Important**

❒ Be careful when moving the machine. Take the following precautions:

- Turn off the main power.
- Unplug the power cord from the wall outlet. When you pull out the plug from the socket, grip the plug to avoid damaging the cord, thereby reducing the risk of fire or electric shock.
- Close all covers and trays, including the front cover and bypass tray.

❒ Keep the machine level and carry it carefully, taking care not to jolt or tip it. Rough handling may cause a malfunction or damage the hard disk or memory, resulting in loss of stored files.

❒ Do not take off the holding stand.

❒ Protect the machine from strong shocks. Impact can damage the hard disk and cause stored files to be lost. As a precautionary measure, files should be copied to another computer.

**Note**

❒ For details about how to turn the main power off, see "Turning On the Power", About This Machine.

**Reference**

"Turning On the Power", About This Machine

## Optimum environmental conditions

The following describes precautions when locating the machine.

⚠ ***CAUTION:***

- *Keep the machine away from humidity and dust. Otherwise a fire or an electric shock might occur.*
- *Do not place the machine on an unstable or tilted surface. If it topples over, an injury might occur.*

⚠ ***CAUTION:***

- *After you move the machine, use the caster fixture to fix it in place. Otherwise the machine might move or come down to cause an injury.*

⚠ ***CAUTION:***

- *Make sure the room where you are using the machine is well ventilated and spacious. Good ventilation is especially important when the machine is used heavily.*

- Temperature: 10 - 30 °C (50 - 86 °F)
- Humidity: 15 - 90%
- A strong and level base.
- The machine must be level within 5 mm, 0.2 inches: both front to rear and left to right.
- To avoid possible buildup of ozone, make sure to locate this machine in a large well ventilated room that has an air turnover of more than 30 $m^3$/hr/person.

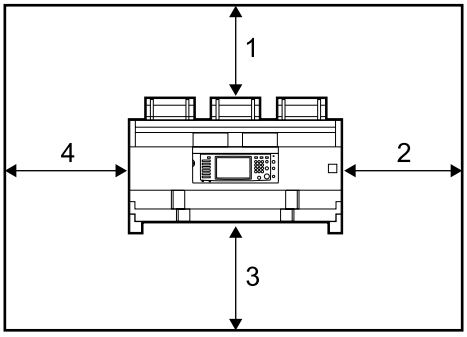
## Environments to avoid

- Locations exposed to direct sunlight or other sources of strong light (more than 1,500 lux).
- Locations directly exposed to cool air from an air conditioner or heated air from a heater. (Sudden temperature changes can cause condensation to form inside the machine.)
- Locations close to machines generating ammonia, such as a diazo copy machine.
- Places where the machine will be subject to frequent strong vibration.
- Dusty areas.
- Areas with corrosive gases.

## Access to the machine

Place the machine near the power source, providing the clearance areas shown.

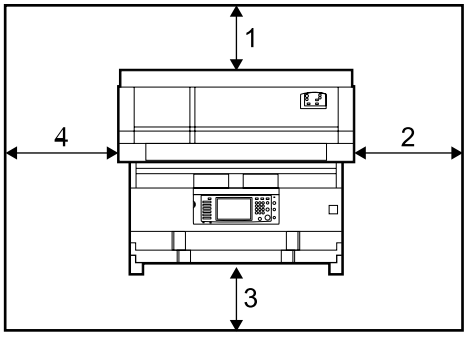
❖ **Clearance required for the machine only**



ATK019S

1. **Rear: 60 cm (23.6") or more**
2. **Right: 60 cm (23.6") or more**
3. **Front: 100 cm (39.4") or more**
4. **Left: 60 cm (23.6") or more**

❖ **Clearance required for the machine and the optional folding finisher**



ATK020S

1. **Rear: 100 cm (39.4") or more**
2. **Right: 80 cm (31.5") or more**
3. **Front: 100 cm (39.4") or more**
4. **Left: 80 cm (31.5") or more**

## Power Connection

The following explains power supply.

⚠ ***WARNING:***

- ***Connect the machine only to the power source described on the inside front cover of this manual. Connect the power cord directly into a wall outlet and do not use an extension cord.***
- ***Do not damage, break or make any modifications to the power cord. Do not place heavy objects on it. Do not pull it hard nor bend it more than necessary. These actions could cause an electric shock or fire.***

⚠ ***WARNING:***

- ***If the power cord is damaged (exposure of the core, disconnection, etc.), contact your service representative to change a new one. Operating the machine with a damaged power cord may cause an electric shock or fire.***

⚠ ***CAUTION:***

- *When you disconnect the power plug from the wall outlet, always pull the plug (not the cable).*

⚠ ***CAUTION:***

- *To disconnect the power code, pull it out by plug. Do not drag the code itself. Doing so may result in damage to the code, leading to fire or electric shock.*



- When you unplug the power cord, the anti-condensation heaters go off.
- Make sure the plug is inserted firmly in the wall outlet.
- Voltage must not fluctuate by more than 10%.
- The wall outlet shall be installed near the machine and shall be easily accessible.

# Maintaining Your Machine

If the exposure glass, or platen plate is dirty, copy clarity may be reduced. Clean these parts if they are dirty.

**Important**

- ❒ Do not use chemical cleaners or organic solvents, such as thinner or benzene. If such substances get inside the machine or melt plastic parts, a failure might occur.
- ❒ Do not clean parts other than those explicitly specified in this manual. Other parts should only be cleaned by your service representative.

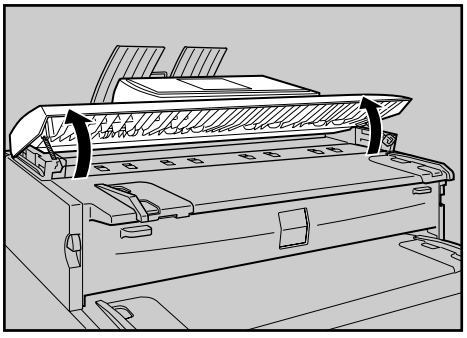
❖ **How to maintain**

Cleaning the machine: Wipe the machine with a soft, dry cloth. If this does not remove the dirt, wipe the machine with a damp and tightly wrung cloth. If a damp cloth still does not remove the dirt, try using a mild detergent. Wipe the machine with a dry cloth to remove the moisture, after using a damp cloth.

## Cleaning Inside the Original Cover

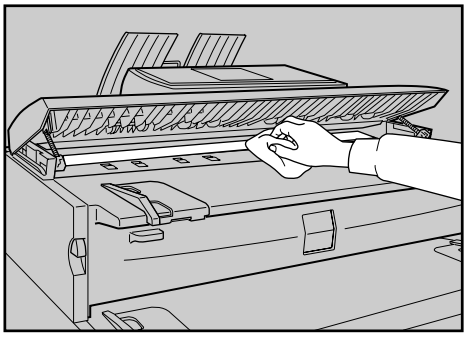
If you open the original cover, you can access the exposure glass and original feed mechanism.

**1** **Open the original cover while holding it on both sides.**



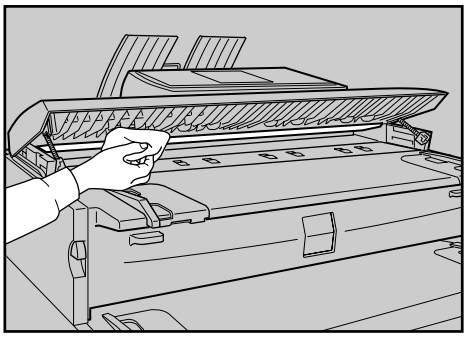
ATJ038S

**2** **Wipe the exposure glass with soft, dry cloth.**



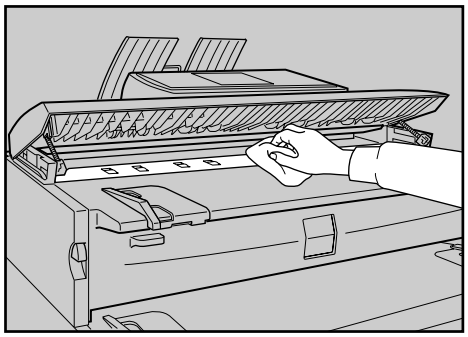
ATJ039S

**3** **Wipe the platen plate with a soft, dry cloth.**



ATJ040S

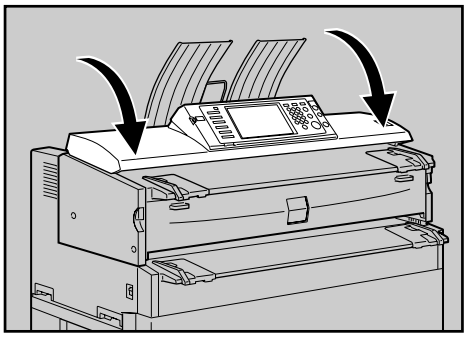
**4** **Wipe the original feed guides with a soft, dry cloth.**



ATJ041S



**5** **Close the original cover gently.**



ATJ042S

**Note**

❒ If there is paper dust or fluff inside, remove it.

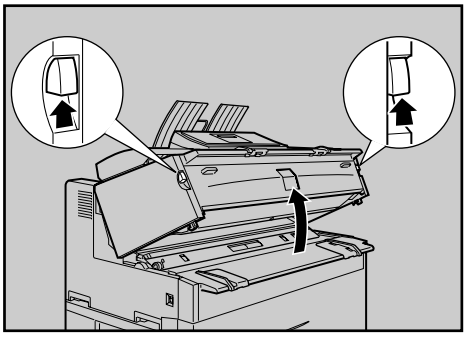
## Cleaning the Main Unit

Clean off toner that may have collected on the imaging area.

**Important**

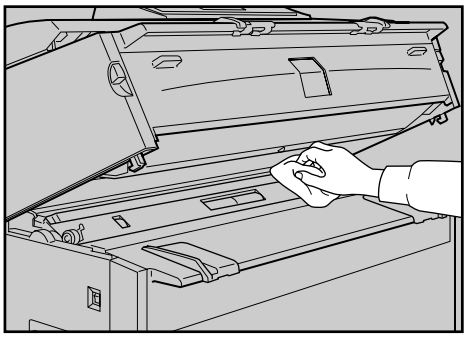
❒ Do not leave the main unit more than 10 minutes, otherwise copy quality may deteriorate.

**1** **Lift the main unit opening levers on either side and open the main unit.**



ATJ043S

**2** **Wipe it with a soft, dry cloth.**



ATJ044S

**3** **Close the main unit cover gently.**

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In accordance with IEC 60417, this machine uses the following symbols for the main power switch:

**| means POWER ON.**

**⏻ means STAND BY.**

In accordance with IEC 60417, this machine uses the following symbols for the anti-humidity heater switch:

**| means POWER ON.**

**○ means POWER OFF.**

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- The product name of Windows® 95 is Microsoft® Windows® 95
- The product name of Windows® 98 is Microsoft® Windows® 98
- The product name of Windows® Me is Microsoft® Windows® Millennium Edition (Windows Me)
- The product names of Windows® 2000 are as follows:
  Microsoft® Windows® 2000 Advanced Server
  Microsoft® Windows® 2000 Server
  Microsoft® Windows® 2000 Professional
- The product names of Windows® XP are as follows:
  Microsoft® Windows® XP Professional
  Microsoft® Windows® XP Home Edition
- The product names of Windows Server® 2003 are as follows:
  Microsoft® Windows Server® 2003 Standard Edition
  Microsoft® Windows Server® 2003 Enterprise Edition
  Microsoft® Windows Server® 2003 Web Edition
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# Operating Instructions Troubleshooting

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Type for 2406WD/GWD2006/LW326/Aficio MP W3600
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